

Souradeep Mallick

Skilled in translating business requirements into actionable solutions

Proactive and analytical professional with a strong background in operations management, client relations, and data-driven decision-making. Proficient in translating business requirements into actionable solutions to drive organizational success. Excels in collaborating with cross-functional teams and building strong client relationships in high-paced environments.

✉ souradeep.mallick04@gmail.com

📞 9163599555

📍 Bengaluru, India

🌐 [linkedin.com/in/souradeep-mallick](https://www.linkedin.com/in/souradeep-mallick)

EXPERIENCE

Banking Apprentice Central Bank of India

07/2023 - 09/2023

Kolkata, India

- Led initiatives to increase adoption of the bank's digital services, resulting in a 150% rise in user engagement.
- Drove up adoption of social security schemes by 40% through targeted outreach and education campaigns.
- Conducted on-ground surveys to identify existing trends and areas for improvement.
- Created and maintained Excel databases to analyze trends and areas for improvement.
- Collaborated with teams to exceed customer expectations and upsell financial products.
- Handled customer service, conflict resolution, and proposal presentations.

Associate

DMS CORPORATE SERVICES PVT LTD

04/2022 - 07/2023

Kolkata, India

- Efficiently prioritized tasks, utilizing Excel to organize data and streamline processes, resulting in a 30% increase in productivity.
- Provided prompt and effective client support, resolving queries and issues to ensure high levels of client satisfaction and garnering client appreciation.
- Managed office administration, including conflict resolution and client relationship building, contributing to a positive environment and enhanced client interactions.

Freelance-Content Creator Taste of Calcutta

07/2018 - 09/2020

Kolkata, India

- Developed compelling content to promote brands at curated events, fostering engagement and driving brand awareness.
- Facilitated communication between brand representatives and project teams, ensuring seamless coordination and timely project delivery.
- Incorporated feedback from the audience to iteratively refine content strategies and messaging, enhancing effectiveness and resonance.

SKILLS

MS Excel

MS Office

Microsoft PowerBI

MYSQL

Python

Client Relationship Management

PROJECTS

Paper on JUVENILE DELINQUENCY IN INDIA (07/2019 - 09/2020)

- A project that looked into the causes and possible solutions to the problem of **JUVENILE DELINQUENCY IN INDIA**.
- Conducted extensive research utilizing databases such as the National Crime Records Bureau (NCRB), Ministry of Statistics and Programme Implementation (MOSPI) and the Human Rights Commission.
- Gathered and analyzed relevant data to contribute to the project's database.
- Collaborated with team members to draw insights and recommendations based on the data findings.

Paper on "MSME IN INDIA." (09/2016 - 03/2017)

- Conducted comprehensive literature reviews to gather insights into the MSME sector's role in the Indian economy.
- Analyzed data to understand the share of MSMEs in the Indian economy, with a focus on sector-specific contributions.
- Outlined the policy initiatives by the Government of India aimed at supporting the MSME sector.
- Investigated employment opportunities and export potential within the MSME sector, identifying trends and opportunities for growth.

EDUCATION

M.Sc. Economics

University of Calcutta

09/2018 - 10/2020

Kolkata, India

- Placed in First Class
- Specialization in: Labour Economics, Experimental Economics and Game Theory

B.Sc. Economics

Heramba Chandra College, University of Calcutta

06/2014 - 06/2017

Kolkata, India

- Bachelor's programme in Economics(Hons.)
- Minor in: Mathematics & Political Science.