

SUVAJIT BASU

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🏠 21/4 Chanditala Lane, 712235 Kolkata
📅 February 10, 1998
♂ Male
🇮🇳 Indian

SKILLS

MS Office

flexible

adaptable

communicator

Verbal and Written
Communication Skills

committed

problem solver

Problem Solving

highly motivated

strategies

LANGUAGES

Bengali

English

Hindi

PROFILE

I am a highly motivated Communications Strategist with a B.Sc. in Mathematics and over seven years of experience in customer service, team leadership, and digital marketing. With a proven track record as an Inbox Manager and Marketing Specialist, I excel in developing and implementing effective communication strategies that enhance client engagement. My strengths include exceptional verbal and written communication skills, strategic problem-solving abilities, and proficiency in the Microsoft Office Suite. Committed to delivering clear and impactful messaging, I thrive in dynamic environments and am adaptable to various shifts. My goal is to leverage my skills and experience to enhance organizational communication and drive measurable engagement.

EDUCATION

Bachelor of Science (B.Sc.) in Mathematics	2018
Calcutta University, Calcutta	
12TH	2015
Konnagar High School	
10TH	2013
Konnagar High School	

EMPLOYMENT

Inbox Manager and Marketing Specialist	Nov 2023 - Present
PrintCo LLC, Working From Home	
* Oversee communication and email marketing campaigns for USA-based clients.	
* Managed customer relationships and addressed inquiries in a timely manner.	
* Developed targeted marketing strategies to boost brand visibility and customer engagement.	

HOBBIES

■ soccer (football)

Team Leader	Jan 2020 - Nov 2023
Sysmiq Solutions Pvt Ltd, Kolkata	
* Led a team of customer service executives, managing support operations for clients in the USA and other regions.	
* Created and conducted training programs to enhance team efficiency and service quality.	
* Worked closely with cross-functional teams to develop strategies that improved customer satisfaction and retention.	
* Increased team productivity by 15% through process optimizations.	
Senior Customer Care Executive (CCE) - Website Designing Master	Mar 2017 - Dec 2019
Website Designing Master, Kolkata	
* Supported USA-based clients by addressing escalated issues and ensuring smooth resolution.	
* Collaborated with marketing and sales teams to drive business growth through excellent customer service.	
* Played a key role in refining customer support processes, improving response times and service quality.	
Customer Care Executive (CCE)	Feb 2016 - Mar 2017
Marc's Technologies, Kolkata	
* Delivered exceptional customer service to clients, managing inquiries and troubleshooting technical issues.	
* Ensured high levels of client satisfaction by consistently meeting service level agreements (SLAs).	

Kolkata, September 30, 2024

Suvajit Basu