

# PRASENJIT MAHATO

Senior Operations Executive

📍 Purulia, West Bengal, India

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## PROFILE INFO

With over 4 years of experience in Operation and escalation support bring a proven track record of quality support and client satisfaction. My expertise in leading diverse teams and managing key accounts, combined with my ability to secure coverage in top-tier outlets, positions me to make a significant impact. My biggest career achievement has been maintaining a client satisfaction rate of over 90%, demonstrating my commitment to delivering exceptional results.

## EXPERIENCE

■ 05/2019 - 04/2023

**Aegis Global Pvt Ltd**

**Senior Operations Executive**

- Streamlined operational processes by identifying inefficiencies and implementing targeted improvements. Achieved significant cost savings through strategic negotiations with vendors and suppliers. Lead a team of professionals to successfully execute complex projects on time and within budget. Improved team productivity by implementing efficient project management strategies and streamlining communication channels. Improved overall customer satisfaction rates by implementing new training programs for frontline staff. Resolved customer complaints by effectively managing escalations and addressing concerns in a timely manner. Improved customer satisfaction ratings by providing prompt, empathetic support to clients facing issues.

■ 2018 - 2019

**Beltalk Technology Pvt Ltd**

**Executive Assistant**

- Increased lead generation by implementing targeted email campaigns and personalized outreach strategies. Enhanced customer satisfaction by promptly addressing inquiries and resolving issues. Exceeded sales targets through efficient lead generation and follow-up strategies. Boosted customer retention rates by providing exceptional service and building rapport with clients.

## TOOLS AND TECHNOLOGY

- Freshdesk
- Marketing Automation
- CRM (Odoo)
- Spreadsheet
- Zendesk
- AI Tools
- MSOffice 365, Excel
- Helpdesk

## TRAINING AND CERTIFICATION

Vocational Training ( DVC  
Maithon 14/01/16-27/01/16

Vocational Training (Eastern  
Railways) 27/06/16- 05/07/16

## EDUCATION

2013-2017

Maulana Abul Kalam Azad  
University of Technology

**Bachelor Of Technology**

**Vivekananda Siksha Niketan  
High School**

Madhyamik  
Higher Secondary

## SKILLS

- Project Management
- Qualifying and prospecting leads
- Teamwork
- Time Management
- Leadership
- Sales tools and techniques
- Complaint Handling
- Escalation desk Support
- De-Escalation Techniques
- Problem-solving skills
- Technical Support

## LANGUAGES

- English
- Bengali
- Hindi