

Sandeep Patnaik

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Summary

Accomplished Manager CRM at White Waters, adept in CRM Application Data Management and excelling in cross-functional teamwork.

Spearheaded team to enhance customer satisfaction, leveraging expertise in and Power BI for data analysis and reporting. Proven track record in improving operational efficiency and employee onboarding, demonstrating exceptional leadership and problem-solving skills.

Work Experience

White Waters - Manager CRM

04/2024 - Current

- Remained calm and professional in stressful circumstances, and effectively diffused tense situations.
- Planned and led team meetings to review business results and communicate new and ongoing priorities.
- Maintained up-to-date records of employee attendance, payroll information, vacation requests.
- Evaluated individual and team business performance, and identified opportunities for improvement.
- Preparation of demand letter, Agreement of sale
- Preparation of sale deed, notice, termination letter.
- Preparation of Sales Order, Ledger.
- Preparation of debit and credit note
- Flat registration, availability list, complete bank process.
- APF
- Resolving customer issues through email, chat, and phone.
- Maintaining the customer database in CRM software and Excel.
- Preparing the MIS report for management.

Zaggle Prepaid Ocean services pvt ltd - Assistant Manager Customer Support

09/2022 - 01/2024

- Kept updated on hardware and software through technical manuals.
- Oversaw server systems' active processes to guarantee peak performance.
- Delivered on-site technical support post-implementation.
- Trained new employees on support processes, procedures, and knowledge base.

Skills

- CRM Application Data Management
- Excel V lookup
- Excel H lookup
- Excel Macros
- Reports generation
- Data preparation
- Outlook
- Gmail
- Phone Handling
- Email Handling
- Phone Etiquette
- Email Etiquette
- Power BI
- MS Office Suite 2021
- Teams
- TeamViewer
- Google Meet
- Any Desk
- Broadcasting Messages
- Team Management
- Troubleshooting
- Application Support
- Training end users
- Manual Testing
- Finflux application
- WhatsApp
- Ticket closing
- Redmine
- Clear communication
- Cross-functional teamwork
- Expense tracking
- Customer relationship management (CRM)
- Work prioritization
- Data analysis
- Employee onboarding

- Supported enterprise and third-party applications with many annual requests for assistance.
- Diagnosed issues with computers, printers, scanners and other peripherals.

Inditrade Microfinance Pvt Ltd - Senior IT Officer 06/2021 - 09/2022

- Monitored system performance to ensure proper operation of the network and security protocols.
- Met with users, vendors and technicians to determine computing requirements.
- Met with stakeholders to collaborate and resolve problems.
- Managed backup, user account and helpdesk systems.
- Assisted with customer requests and answered questions to improve satisfaction.

Vaya FinServ Pvt Ltd - IT Executive 08/2019 - 06/2021

Globarena technologies pvt ltd - Test Engineer 05/2016 - 07/2019

Education

01/2013

SMKFIT, Anna University

Chennai

Bachelor of Engineering: Computer science and Engineering

GPA: 58%

01/2006

DRIEMS

Odisha

Diploma: Computer Science and Engineering

GPA: 76.2%

01/2000

BCS

Paradip, Odisha

Indian Certificate of Secondary Examination

GPA: 53%

Achievements

- Participated in paper presentation at symposium held at HINDUSTAN UNIVERSITY Chennai.
- Participated in paper presentation at symposium held at JEPPIAR Engineering College Chennai.
- Participated in College Seminars and paper presentation on TATA NANO.

Languages

- English
- Hindi
- Oriya
- Telugu
- Tamil

Extracurricular Activities

Member of NSS at SMKFIT Chennai Member of Rotary Club at SMKFIT
Chennai Essay and Speech at DRIEMS Odisha Debate and group discussion
during School Volunteer in YFS group Hyderabad

Travellingstatus

Ready to travel and locate any part of India and abroad.

Personal Information

- Father's Name: Late Ramesh Kumar Patnaik
- Date of Birth: 12/30/84
- Gender: Male
- Nationality: Indian
- Marital Status: Married