

# Kabita Seal

[ Accountancy Hons. ]

HSR Layout

Bangalore - 560102

**8017449483**

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## EXPERIENCE

### **Wizertech Informatics Pvt Ltd, Kolkata — *Call Coordinator***

(Phase Appointed at Tata Steel project of IBM)

25th sept,2018 - 14th June, 2019

#### **Job Responsibilities**

- Assigning tickets, tasks to appropriate engineers; time to time follow up for the same and updating the ticket logs & timely resolve the tickets to avoid SLA bridge.
- Collecting data for patching & scripting data from different location TL & preparing the final report about the same.
- Coordination with TL of mines location for the assigned tickets and helps to reduce ticket counting and to avoid SLA bridge.
- Archiving the records for future use.
- Receive the phone call; keep the details of user & assets; assign engineer to solve the problem.
- Constantly check the Service-now for new tickets and assign to Kolkata bucket from bulk of tickets.
- Preparing daily report of preventive maintenance tickets.
- Sending necessary mails and reply to mails also.

### **HDB Financial Services Ltd, Kolkata —Trainee**

23rd Dec - 22nd May, 2018

#### **Job Responsibilities**

- Data entry operator.
- Sorting out of transfer & out location cheques from bulk of cheques.
- Posting into MS Excel and then upload it through the banking software for huge volume of cheques.
- Assisting colleagues for timely completion of the task.

## SKILLS

Tally ERP9,

Microsoft Word , Excel , Power point,  
Service now

## ACHIEVEMENTS

- No SLA Bridge is there related to ticket in 8months.
- Managing human resource properly to achieving the goal.
- Though I am a student of commerce, still I learnt about the needs of a tech support team very easily and understood how to use Service Now software.

## LANGUAGES

English, Hindi, Bengali (native)

## **Pioneer Trading Company, Kolkata — *Accounts Executive***

1st Aug, 2013 - 31st July, 2017

### **Job Responsibilities**

- Physical stock maintains.
- Count the printer physically & tally it with books of accounts( Tally ERP9).
- Send necessary emails to suppliers & customer.
- Maintain margin of safety to carry on the business process smoothly.
- Maintaining petty cash for day to day activities.

## **EDUCATION**

### **University of Calcutta, Kolkata — *B.Com (Accountancy Hons)***

2012

Obtained 52%

### **WBCHSE, Kolkata — *Higher Secondary***

2009

Obtained 78%

### **WBBSE, Kolkata — *Secondary***

2007

Obtained 63%

## **PERSONAL DETAILS**

- Father's Name : Late Mr. Santosh Kumar Seal  
Marital Status: Single
- Birthday: Nov 7th , 1990      Gender: Female
- Current Address : HSR Layout, Bangalore – 560102
- Permanent Address: 135 K . N Sen Road, Kolkata- 700042

Declaration: I, Kabita Seal, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

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July, 2019 (Bangalore, Karnataka)