

INDRANEEL SEN (FsoF)

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PERSONAL DETAILS

FATHER'S NAME: Late Balai Sen

DATE OF BIRTH: 08.10.1969

MARITAL STATUS: Married.

PRESENT ADDRESS: 17-B/1, GROUND FLOOR, BHARATNAGAR, NEW DELHI-25

LANGUAGE KNOWN: English, Hindi & Bengali

NATIONALITY & RELIGION: Indian, Hinduism

JOB OBJECTIVE

Seeking senior managerial level post in Public Relation, highlighting the concepts and views vide rigorous promotion through social media, entertaining the reactions of the viewers and for solution of the customer related queries leading to an expected satisfaction .

Summary of Skills & ExperienceCombined **21 years and 9 months** of experience in:-

Public Relation, usage of social media in today's Digital Marketing scenario, solution for customer related queries and service co-ordination.

SERVICE DETAILS:

| Name of Company | Designation | Period of employment | Year |
|----------------------------|-----------------------------------|--|------|
| Photosystems India Pvt Ltd | Customer Relationship Manager | 01 st December 2011 onwards | 8.4 |
| MCC Group | Service team Leader and Trainer . | May 1998 – November 2011 | 13.5 |

PRESENT POSITION:

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| COMPANY PROFILE | Photosystems India Pvt Ltd , deals in cameras, sound, photographic & studio accessories followed by a strong presence in the national scenario |
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| | among the photographers professional, amateur and cinematic fraternity. |
| DESIGNATION | Customer Relationship Manager |
| LOCATION | New Delhi |
| DURATION | 01 st December 2011 onwards till date. |

JOB PROFILE at Photosystems India Pvt Ltd

- Establishing business development by proper placement of products in different online sales platform maintaining tough price competition on a regular scenario. Brands from sound like Rode, Zoom, Sennheiser, Azden are being given high end importance. Products which are normally being stressed upon are microphones and their accessories, voice recorders and their accessories Headphones etc. From the photographic accessories sector brands stressed are Kenko filters, Op/Tech camera straps, Kata and National Geographic camera bags Savage seamless paper backgrounds, datacolor display calibrators and other calibrators related to pre and post production shoot followed by lens calibrator, Micnova beauty kit related to model photo shoot, Allman & Light Chrome (Home brands of Photosystems India) photo shoot accessories, Godox flash units for Canon, Nikon & Sony, Tokina lenses etc. Wired sales queries are stressed upon with prime importance and finally stepping into the solution of customer satisfaction.
- To attend different exhibitions related to our products in order to cater the customer needs and queries.
- Follow up all the customer queries made during each exhibition leading to boosting of sales.
- Ecommerce sites like Amazon, Photosystems India are being continuously monitored related to our products,.
- Constant look out for innovative products line up with our esteemed organization to join the race in the modern competitive market.
- Promoting business development of our products through social media namely Facebook & Twitter by updating the new arrivals, utility & specifications of the products followed by constant monitoring of increase of likes & friends list and queries.

EARLIER EXPERIENCE:

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| Company Profile | MCC Group, The group has a strong presence in Indian Photo & Imaging Industry and has mandate from Panasonic, JVC, Polaroid, Mitsubishi, Sony & NEC, to import, market and distribute their consumer electronics goods and also import and distribute DVD Players and Digital Cameras & mobile phone under its own brand (MCC) through a network of distributors and C&F Agents with 12 branches across the country |
| Designation | Service team leader for MCC Dvd's, Mobiles and Home Theatres. Trainer for home brand Sharp Shot digital cameras, Panasonic Lumix & E-Cam video cameras to the dealers, distributors, promoters and own marketing team. Was also a National trainer for JVC Mini DV Hard Disc video cameras & Polaroid digital cameras. |

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| Location | New Delhi |
| Work-experience | May 1998 – November 2011 |

JOB PROFILE at MCC Group

- Maintained quality control job in the service unit, with a team effort of experienced technicians.
- Constant analysis of service performance and reporting to National Service Head.
- Constant overall monitoring of the service performance of the engineers engaged in repairing of DVD players, Mobiles & Home Theatres and to the solution of the problems vide a total teamwork co-operation towards fulfilling the service objectives.
- Initially monitored the service performance of the Franchises and catered to the solution of the queries of the said organizations for quality production output.
- Total co-ordination with the single third party Onida related service organization Adonis Electronics on a national scenario by providing requisite spare parts, other software related solutions, developmental solutions related to the issues highlighted and others towards fulfillment of the quality service goals.
- Technically advised on the special features of the Sharp Shot digital cameras and attended interested customers leading to the promotion in sales.
Quality controlled in house service facilities for the said cameras was carried out with a team of expert camera technicians with an inflow of cameras for service from the dealers/ distributors on a national scenario.
- Trained dealers / distributors for Panasonic Lumix and E cam Video cameras and technically advised customers/ interested persons on different models of Panasonic still and Video cameras.
- Coordinated with Panasonic service franchises related to the service issue of the said cameras.
- Trained dealers /distributors/ promoters/ own marketing team for the different models of the said cameras and technically guided customers and imparted training to the corporate outlets like Reliance Digital, E-Zone and Croma.
- Worked with Mahatta Camera Corporation as a Technical Advisor and Service coordinator for Canon middle level to high end analogue and digital cameras at the later stage from May 1998 to January 2004.
- Attended different queries of the customers telephonically and by letters followed by assistance to the marketing team towards increase in sales.
- Attended different exhibitions like Photo Asia-New Delhi, 1999 & 2001; Photo fair- Mumbai, 2003; IITF- New Delhi, 2006 & 2007, related to our products in order to cater the customer needs and queries.

EDUCATIONAL QUALIFICATIONS:

1990, B.Com from The Burdwan University

1988 passed Class XII from West Bengal Board

1986 passed Class X from Central Board of Secondary Education.

PROFESSIONAL QUALIFICATION:

- M.B.A. (Marketing) from Newport University California, USA from their South Asia Chapter at Bangalore in the year 1997. The project, “Manufacturing & Marketing of Baluchari Sarees of Bishnupur in West Bengal” was carried out from the head office of Silk Khadi Seva Mandal (Certified by the Khadi and Village Industries Commission, Government of India) Bishnupur, Bankura, West Bengal.

TECHNICAL QUALIFICATIONS AND TRAINING:

- Diploma in Still Photography
- Advanced Diploma in Still Photography.
- Diploma in Video Film Making.
- Diploma in Mass Communication
- Underwent training on ISO 9000 Quality Management Systems and TQM from Small Industries Service Institute (for Small Industries Development Organization) under Ministry of Industry, Government of India.
- Underwent a training on Revision of ISO 9000: 2000 from Electronic Regional Test Laboratory (North) under the Department of Electronics (STQC) Directorate, Government of India.

ACHIEVEMENTS

- Won consolation prize in the Four Square photography contest held at then Calcutta in the year 1992.
- Stood 10th out of 124 photographs in a photography competition organised by a Bengali Photography Magazine (Adhunik Photography) in 1995.
- My solo photography exhibition was held at Rupnagar, Rupnarayanpur in October 1994.
- Selected as an instructor for Still Photography and Video Film Making at Radha Creative Unit, Calcutta.
- Participated in the Photographic exhibition held by the Children’s Academy at Durgapur in 1994.
- Acceptance of photographs in different IIPC approved photographic salons.
- Recently got awarded with a silver medal in Picturia 2016, an international photography salon in Photo Journalism section.
- Into freelance photo journalism from 2005 onwards.
- Awarded the Associate of School of Fototechnik (ASoF) in Photo Journalism during September 2019.
- Awarded the Fellow of School of Fototechnik (FsoF) in Photo Journalism during May 2020.