# PAPU KALITA

papu.kalita1987@gmail.com

Mobile: +91-9379392936

# PERSONAL SUMMARY

Operation management Professional with over 4 yearsexperience. Highly customer focused and displayed proficiency in achieving business goals. Can relate well with people at all levels and has the flexibility of working well as part of a team or individually.

# PROFESSIONAL EXPERIENCE

#### WR COMFORTS, BANGALORE Aug 2013-still now

**Operation Manager**

Key profile:

* Managing recruitment, Identifying the team’s training & development needs and conducting appropriate training program.
* Management of Vendor Personnel’s wherever available in project.
* Creating, managing and analyzing performance data and other information.
* Establish and implement departmental policies, goals, objectives, and procedures.
* Ensuring that capacity and capability are continually planned.
* Encouraging, identifying and developing best practice strategy.
* Team leading & people development skills.
* Building and maintaining strong and effective relationships with suppliers
* Ability to manage operations within budgetary constraints
* Working closely with the Financial Manager, Facilities Manager,
* Consistently surpassed corporate sales goals year after year.
* Coordinated, delegated and supervised construction operations effectively and efficiently.
* See Goal, Achieve or Exceed, and Maintain
* Planning and directing the manufacturing process to obtain customer satisfaction while maintaining projected budgets with goal cost reduction.
* Introduced consulting procedures to increase the customer satisfaction
* Managed monthly sales and marketing expenses.
* To maintain the status of funds
* Day to day cash & bank transactions
* To maintain records of payment information.
* Managing vendor accounts, generating weekly on demand cheques

#### KOTAK MAHINDRA BANK, BANGALORE

#### Assistant Manager Aug, 2011 – Jul, 2013

Key profile:

* Relationship Management
* Sourcing the clients for the banking products like-savings bank accounts, NRI account, fixed deposit
* To personally visit the clients to convince them for banking products& financial advice.
* Taking care of their accounts and analysis the customer need.
* Ensure customer satisfaction with the products.
* Cross selling the other banking products like insurance, MF etc.
* Taking care of the overall financial requirements of clients and provided them with appropriate solutions regarding investments, loans and advances.
* Suggesting ideas to improve procedures and make transaction smooth for the customers.
* Using business and market intelligence tools to provide graphical representation of data

Derived from customer’s portfolio.

* **Relationship management**

To handle customer issues & queries for next 3- 4 month

To ensure all the further financial advice –mutual fund, life insurance.

* **Market Intelligence :**

To inform competitors activities & strength to the management immediately.

To collect and convey customer feedback & expectation about products to sales manager

**ING VYSYA BANK, BANGALORE (Oct, 2010 – Jun, 2011)**

**Senior Sales Executive,**

Key profile:

* Handling premier accounts(casa),
* Handling HNI Clients
* Relationship Management
* Regular tracking of portfolios of HNI clients & keeping them informed about the condition of the market their investments
* Ensure customer satisfaction with the products
* Assisting the closures of insurance cases
* Suggesting ideas to improve procedures and make transaction smooth for the customers.

# INTERNSHIP/PROJECT

**SUMMER INTERNSHIP:**

**Organization:** **Big Bazaar, Bangalore**

**Project Description:** customer satisfaction towards the product.

**Role**—

* Taking care of the store products
* achieving the targets,
* handling the sales team,
* understanding the customers’ requirements,
* Maintaining the daily sales report.

# EDUCATION

* MBA in SALES AND MARKETING FROM PRESIDENCY BUSINESS SCHOOL, BANGALORE 2008-2010 (Score: 62%)
* B.A (Economics), 2008 (Score: 50%)
* H.S, Assam Board 2004 (Score: 60%)
* H.S.L.C, Assam Board, 2002 (Score: 51%)

# EXTRA-CURRICULAR ACTIVITIES

* Actively took part in cultural activities held in school and college.
* Played cricket at school, college level.
* Participated in other games like Badminton, Chess.
* Member of the sports club in college.
* Participated in cultural events (annual festival of MBA) at PBS**.**

# ACHIEVEMENTS

* Mostly overachieved targets Month on Month basis.
* A consistent performer in increasing revenue of the company.
* Won prizes in Cricket & Badminton both at college and school level.

# TECHNICAL SKILLS

**Computer Proficiency:**

* Office Package: Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint and Microsoft Outlook Express.
* Operating Systems: Windows2000/XP/Vista/7/8
* Working in Banking Operation Software ORACLE (FINACLE & SIEBEL).
* Working knowledge on SPSS & tally
* Working knowledge on online marketing ( face book , twitter)

# INTERPERSONAL SKILLS:

* Confidence is my key skill for success
* Willingness to learn and implement
* Analyzing & understanding capabilities for corrective decision-making.
* Smart worker, Quick learner, Team player

# PERSONAL INTERESTS

* Traveling | Reading | Like to surf on internet so as to get some new information

**Personal Information**

**ADDRESS** : #71/1, Near MSR Colony, Mathikeri Bangalore-54

**Father’s Name**: Mr.Atul ch. kalita

**Date of Birth** : 10th Aug 1986

**Languages Known:** English, Hindiand Assamese

**Marital Status**: Single

**Phone**: 9379392936

***Declaration***

I hereby declare that the particulars mentioned above are true to the best of my knowledge and belief.

**Date**:

**Place:** Bangalore **(PAPU KALITA)**