



# SUDHANSHU CHAND

Qualified Assistant Manager with extensive background in advanced management processes. Utilizes superior communication skills to build meaningful, trusting relationships that exceed client demands. Highly skilled project manager with outstanding team leadership abilities to meet targets consistently.

## COMMUNICATION ADDRESS

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### PERMANENT ADDRESS

AT- NUAGAON-B, PO- JARAKA, PS- DHARMASALA,  
DIST- JAJAPUR, PIN- 755050

### PRESENT ADDRESS

AT-KRISHNA LANE, GOPALMAL , PO- BUDHARAJA,  
PS- AINTHAPALI, DIST- SAMBALPUR, PIN- 768004

## EDUCATIONAL QUALIFICATION

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### 10TH, BSE ODISHA

BUDHARAJA HIGH SCHOOL, SAMBALPUR (2014)

### +2, CHSE ODISHA

GANGADHAR MEHER JUNIOR COLLEGE, SAMBALPUR (2016)

### B.A. (GRADUATION)

GANGADHAR MEHER UNIVERSITY ,SAMBALPUR (2019)

## WORK EXPERIENCE

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### 2019 DATA ENTRY OPERATOR AT MANSHUK JALAN CHARTERED ACCOUNTANT OFFICE

- Scanned documentation and entered into database to maintain accurate records.
- Transferred data from paper formats into database systems to keep digital formats.
- Created and maintained company records and used software to review and monitor data.

### 2020 RECEPTION MANAGER AT ST. XAVIER SCHOOL, ICHHAPUR, CUTTACK

- Kept reception clean and presentable by instructing staff to clean floors, organise seating areas, arrange flowers and dust.
- Handled customer cash and card payments, promptly providing correct change for cash purposes.
- Closely monitored office inventory in storerooms, promptly ordering low-stock supplies when required.

## CONTACT

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+91 8249036946

sudhanshuchand1998@gmail.com

## SKILL

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- Goal development planning
- Training and development
- Task delegation
- Team building coordination
- KPI management
- Operational planning
- Issue resolution
- Customer relationship building
- Client account management
- Hiring and firing
- Regulatory requirements understanding
- Staff management
- Floor management
- Quick Learner
- Team handling
- Situation handling

## INTREST

- Photography
- Videography
- Travelling

## LANGUAGE

- English
- Hindi
- Odia

## CURRENTLY WORKING AS ASSISTANT MANAGER OPERATION (BPO CONVERGENCE)

- Started the job here at TPWODL Call Centre as a Customer Care Executive.
- Got promotion and work as a MIS Executive after 3 months.
- As per requirement I was deployed as a Team Leader after 6 months.
- Got promotion in April'23 and current working as a Assistant Manager Operation.
- Set high standard goal and achieve client's KPI is the main responsibility here
- Preparing roster for all staffs
- Hiring new employees
- Maintaining the customer satisfaction rate