

SukanyaBhattacharjee

E-mail :sukanya_bhatt23@yahoo.com

Address: 739B , mahendra banerji road

Opposite S.B.I rabindranagar branch.behala,Kolkata-700060

Mobile:9674725377



AN COMPETENT & DELIGENT PROFFESIONAL WITH AN EXPOSURE OF 3(+) YEARS ACROSS SERVICE INDUSTRY.

Seeking challenging assignments across booming Industries

PROFILE

- 1) Competent, diligent Project Coordinator & Customer Service Professional with 3 (+) years of experience & comprehensive knowledge of every aspect of Back end after sales Process, Financial Products vise D-mat, Security, Trading, Operations, Administrations, Branch Operations, Facility, Facility on Specific projects.
- 2) Currently Working as Project Coordinator & Facilitator in Ceasefire Industries Limited In kolkata.
- 3) A keen analyst, highly skilled MIS controller, quick to identify Problems and its solutions'.
- 4) Proficiency in capacity building and awareness on incoming leads of Fire.
- 5) Verification of sales process, handling customer queries, Giving them solutions, proper distributions of incoming leads among Business Developers.
- 6) Working efficiently under a team maintaining professional relations with co-employees and other vertical.

. A qualified Graduate (Pursuing PGDBM in distance from SMU) experienced with the latest trends and techniques of the field.

Skill Summary

Sales Administration

- Verification of all type of forms about their correctness, Rightly filled, Login with proper documentation, determining less fraud in the system
- Streamlining Post-existing processes to enhance efficiencies, while minimizing operational time/costs; ensuring optimum coverage of potential customers.
- Giving clarification on product to the customer and giving feedback of customer queries about their purchase.
- Be ready with MIS as when it is required
- After sales tele-confirmation to clients.

Project Coordination

- Framing strategies for establishing greater awareness about company & its products.
- Fulfilling all facility to accomplish a project (FIRE)
- Keeping liaison with Sales & Technical team respectively
- Engaging existing client for AMC contract.
- Well distribution of Incoming Leads among Business Developers

Relationship management

- Maintaining strong relationship with prospective client group.
- Giving proper solution to customer problems.

Miscellaneous

- Quick Learner and hard working as well keen to learn new concepts.
- Self-motivated team player with, analytical, problem solving and good communication.

Areas of Exposure:

- Target oriented ****Project Coordination**D-Mat Account **Client Servicing ** Self-Taught and Motivated
Self-Starter **MISStrategic Project Planning**Team work**Helping Sales team by back end support**

PROFESSIONAL EXPOSURE

Karvy Stock Broking Limited Guwahati

(Jan'2014 to Nov'2015)

The Karvy Group is today a well-diversified conglomerate. Its businesses straddle the entire financial services spectrum as well as data processing and managing segments. During stressed environment in the financial services segment, the non-financial businesses bring in a lot of stability to the group's businesses.

Sales Administration Executive

- As a Sales Administration Executive was entitled to resolve all end to end queries of Customers Financial Profitability, Facilitating Sales & Business Development team providing them best of support according to their tangibility.
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- Distribution of incoming Leads or prospects to respective sales persons for product basket of **Karvy** i.e. Demat Account, Trading Account, Life-Insurance, Mutual Fund.
- Generate prospective needs and convert them into Fresh Sales through sales persons giving them in form of leads.
- Verification of Authenticated sales through document
- Additionally, held accountable for Branch Operations, Administrations & facility
- Made assessment of existing Customer's need and give them solutions.
- Promptly resolving customer problems and concerns.
- Quick Learner and hard working as well keen to learn new concepts Self-motivated team player with, analytical, problem solving and good communication

CEASEFIRE INDUSTRIES LIMITED

(Feb2016 to Till date)

Ceasefire, India's most trusted fire safety and security brand is today a holistically integrated Fire Safety & Security solution conglomerate. Having invested extensively in R&D, the company has a range of 400 revolutionary lifesaving products that span from prevention to early detection to fire fighting to evacuation and post fire damage control. The pioneer brand in the domain, Ceasefire has been the name synonymous with new age technologies that have been far ahead of their times. Today Ceasefire's total green solutions and intelligent protection systems continue that trend.

Project & Operations Executive:

As an operation Executive was primarily focused on daily branch operations & sales back end process network.

- Looking after end to end after sales process and keeping a record of net sales revenue.
- Calculate proposed Incentives according to the eligibility cap and upload on the system.
- Project Co- Ordination with the technical team, Design Cell, Concern Business Developer and the Client.
- Checking Authenticity of the order logged in.
- Resolving all certificate & Product related query of the customer.
- Initiate Delivery of the proposed orders
- Scheduling Training sessions coordinating with the T&D team from HR.
- Maintain stock inventory in regional warehouse so that no inflow of stocks keeps rotating.
- Maintain GR & Cancel sales record
- Maintain MIS on a regional level.
- Facilitating branches with proper administration
- Communicating internal changes if any to concern sales persons.
- Collect feedback from existing clients and communicate to concern department

Educational Qualification

- Bachelor Of Arts in Education from Dibrugarh University from Dibrugarh, Assam with 56.44% in (2012)
- AHSEC(12th) in SEBA from Manohari DeviKanoi Girls College, Dibrugarh, Assam with 55.6% in (2009)
- Matriculation(10th) in SEBA from Little Flower School, Dibrugarh, Assam with 52.16% in (2007)

** Preparing for Masters

Achievements /Extra Curricular Activities

- Winner of Best Sales Executive for 2consecutive months in Guwahati Branch.
- Coordinator of Cultural Events in Annual fest of MDKG in 2010-2011

Technical Competency

- Diploma in Computer Application
*MS WORD *MS EXCEL *WINDOWS XP *Internet Skills

Personal Details

Name	:	Sukanya Bhattacharjee
Father's Name	:	Biswanath Bhattacharjee
Date of Birth	:	23-07-1990
Sex	:	Female
Nationality	:	Indian
Language Known	:	English, Hindi, Bengali, Assamese