**CURRICULUM VITAE**



NAME **:** ABHIK MANDAL

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E-MAIL **:** [abhikmandal4@gmail.com](mailto:abhikmandal4@gmail.com) **OBJECTIVE :**

I want to pursue a challenging career in a leading organization, which will offer me the proper & actual scope to enhance my knowledge, skilled ability, career & confidence.

**WORK EXPERIENCE** :

1. Working in **TCS** as a **CITI BANK PROCESS CHARGEBACK FRAUD INVESTIGATOR** from June 2016.(Current CTC is 1.7 lac/p.a.)

**JOB RESPONSIBILTIES :**

1Analysis of the fraud transactions disputed by the customer and give them the right solution.

2.working on the live accounts of the customers and after all the investigation taking the ownership and decision whether the case is closing in customer or merchant or bank favour.

3.Maining the quality and achieving day to day targets.

1. Worked as a Process Associate in **WIPRO** from September 2015 to May 2016.Due to process ram down left the job.

**JOB RESPONSIBILITIES :**

1.Taking inbound calls and update the tracker along with the documents for verification .

2.Giving the latest updates to the customers about the issue they are facing.

3.Maintaning quality of the process and MIS report.

1. Work experience in “ **SHIVA LOKENATH RICE MILLS PRIVATE LIMITED (MODERN PARBOILING RICE PLANT)** from 2012 to 2013.Worked as a contractual employee.

**JOB RESPONSIBILITIES :**

1. Communicate with Govt. employees and officers in order to generate business.

2. Interact with owners and distributors of different rice mills.

3. Maintaining stocks and daily production and sales report.

4. Maintaining MIS report of the company.

**EDUCATIONAL QUALIFICATION :**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| EXAMINATION | BOARD/UNIVERSITY/INSTITUTE | YEAR OF PASSING | SUBJECT | PERCENTAGE/POINTS |
| **MBA**  Major- Marketing  Minor- System | WBUT  (Swami Vivekananda Institute of Management and Computer science) | 2013-2015 | BUSINESS ADMINISTRATION | 7.00 (D.G.P.A) |
| ADVANCE DIPLOMA IN COMPUTER APPLICATION | ICEI(India) | 2012 | COMPUTER APPLICATION | 54% |
| GRADUATION | CALCUTTA UNIVERSITY  (Gurudas College) | 2011 | B.SC(H) | 43% |
| CLASS XII | WBCHSE  (The Scottish Church Collegiate School) | 2008 | SCIENCE | 50% |
| CLASS X | WBBSE  (The Scottish Church Collegiate School) | 2006 | GENERAL | 72% |

**SUMMER INTERNSHIP : UAE EXCHANGE**

**PROJECT TITLE** : A study towards various products and services of UAE Exchange and competitive analysis with other companies in Kolkata .

**JOB RESPONSIBILITIES :**

1. Generate leads from different Banks and travel agencies for the Forex and Travel and Tourism services
2. Maintaining MIS in office
3. Communicate with customers for the competitive analysis of product, satisfaction and services

**COMPUTER SKILLS :**

* Advance diploma in computer application from ICEI(India)
* Basic computer course from NIIT in 2009 with 75% marks
* **STRENGTH :**
* Strong communication and interpersonal skills.
* Can work effectively in team, as well as individually.

**HOBBIES/INTEREST :**

* Playing cricket , reading story books
* Listening music
* Computer and internet surfing

**PERSONAL DETAILS :**

DATE OF BIRTH **:** 07/03/1991

LANGUAGE KNOWN **:** Bengali, English, Hindi

NATIONALITY **:** Indian

GENDER **:** Male

MARITAL STATUS **:** Single

**DECLARATION :**

I do hereby declare that all the above mentioned qualities and qualifications are true to best of my knowledge, if anything found false. My candidature is liable to be cancelled.

**PLACE : ………………………………….**

**DATE : (SIGNATURE)**