**RESUME CTC-1.56**

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Kolkata-700006

Present Address- Avani Oxford, Phase 2,Jessore Road,

Laketown

**Mrs. Madhurima Basak Mukherjee**

**Career Objectives:**

To work in a challenging and competitive environment in a professional organization where I can learn and grow with the organization.

**Work Experience:**

1. Designation – Business Development Manager

* Organization – Sharda Marketing
* Duration – From 15 September’2016 to 4th May'2017

*Job Responsibilities*

a) Handling Customers

b) Interacting with Vendors

c) Admin work

2. Designation – Customer Relationship Manager

* Organization – Shail Yamaha
* Duration – From 1st December’2015 to 7th September’2016

*Job Responsibilities*

a) In-charge of entire sales, service and to some extend spare parts.

3. Designation – Executive – Front Office and Administration

* Organization – Srijan Realty Group
* Duration – From September’2014 to November’2015
* *Job Responsibilities*

a) In-charge of entire administration of the marketing office.

b) To act as single point of contact for all customer service (Inbound enquiry and walk-in)

c) To maintain and publish MIS to management, of all referral client data are approached by marketing partners

4. Designation – Office Executive

* Organization – Capital Finance Advisory & Services
* Duration – From May’2013 till August’ 2014
* *Job Responsibilities*

a) Quality check and processing of all application forms sourced by sales teams

b) Conduct Pre Login Verification check by calling clients over recorded lines for final confirmation

c) Management and escalation of client service issues to concerned departments.

d) Work as a Intern

**Academic Qualifications:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree** | **Institute/ University** | **Discipline** | **Year of Passing** | **%Aggregate** |
| MBA | E.I.I.L.M. | Major: Marketing  Minor: Finance | 2013 | 66% |
| BBA | Techno India  (WBUT) | Marketing | 2011 | 7.83 |
| Higher Secondary | Giribala Balika Vidyalaya | Commerce | 2008 | 71% |
| Secondary | St. Margaret’s School | General | 2006 | 60% |

**Proficiency:**

* Proficient in MS Office Power Point, Excel and internet usage

**Interests**

* Listening to music
* Reading books and magazines

**Personal Information:**

* Date of Birth : 20 th May ‘1988
* Languages Known : English, Hindi and Bengali

**DATE:**

**PLACE: Kolkata** **SIGNATURE**