

Curriculum Vitae

Name : DIPEN DAS
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OBJECTIVES:

To develop my soft skill as well as to maintain my personality this shall be beneficial for the company.

Professional Summary :

- 2 years 4 months of experience in 24/7 Private Limited, Bangalore in Live Chat process.
- 1 year 2 months of experience in Hinduja Global Solution, Pune as Customer Relationship Officer.
- 3 months of experience in Atidiv India Pvt Ltd, Pune as Business Analysis.
- Currently working at Dhandhanian Infotech Pune as Business Analysis.

ACADEMIC QUALIFICATIONS:

| Degree / Certificate | Qualification | Institute | Board / University | Year | Aggregate % / CGPA |
|----------------------|------------------|---|--------------------|------|--------------------|
| Graduation | B.Tech | Orissa Engineering college, Bhubaneswar | BPUT , Odisha | 2012 | 6.41 |
| +2 Science | 12 th | M.P.C. Junior College, Baripada | CHSE, Odisha | 2008 | 39.66% |
| Matriculation | 10 th | S.C.B.High School, Bhubaneswar | BSE, Odisha | 2006 | 56.93% |

Professional Experience :

- Interactive Social Media Executive for ADOBE process at [24]7 Customer Private Limited, Bangalore from 26 Feb 2015 to 6 June 2017.

Providing support to the Customers, using Adobe products, and resolve their issues via Chat.

Assisting the customers of the US, EMEA, and APAC region.

Implemented technical issues, software crashes, payment gateway, etc.

Conducted software training for customer use.

Understanding requirements and then identifying scenarios.

- Business Analyst for Yelp process at Atidiv India Pvt Ltd, Pune from 29 April 2019 to Aug 12, 2019.

Support the Business owner, using yelp software to update the business page.

Analyzed the Business requirement as per Biz owner request.

Made the business page simple and clear for customers.

Understanding requirements and then identifying scenarios as well.

- Business Analysis for Zendesk mortgage process at Dhandhanian infotech, Pune from 9 Oct, 2019 to 5 Feb, 2020.

Working as a quality analysis for Safeguard process from 15 Feb, 2020 to till date.

Understanding requirement and then identifying scenarios.

Providing support and information to the client regarding the process workflow and update the vendor information as well.

Strength:

- Good communication, typing and writing skills.
- Ability to meet out deadlines.
- Good convincing skill.
- Use of the internet.

Responsibilities:

- Responsible for providing customer service.
- Maintains on-going customer relationships and uses multiple software programs for tracking contact information.
- Collaborate with other departments (customer relations, sales etc) to manage reputation, identify key players and coordinate actions.
- Build and execute social media strategy through competitive research, platform determination, benchmarking, messaging and audience identification.

PERSONAL DETAILS:

| | | |
|----------------|---|------------------------|
| Father's name | : | Mr. Subodh Chandra Das |
| Mother's name | : | Mrs. Malati Das |
| Date of Birth | : | 17 June 1991 |
| Gender | : | Male |
| Nationality | : | Indian |
| Language known | : | Odia, Hindi, English |
| Hobby | : | Stand-up Comedy |

DECLARATION :

I hereby declare, that all the information given above is true to the best of my knowledge and no facts have been mentioned to attain an undue advantage.

(Dipen Das)