**Subhodip Chatterjee**

E/13, Ramchandra Pally
Roopkatha Apartment

Barisha Shaker Bazar,
Kolkata 700 008

Mobile: +91 – 98302 95360 / 9073398547

Email: subhodip2002@hotmail.com

**Executive Profile**

* With more than 7 years experience in Sales Coordination and Back Office Operations.
* Ability in handling activities related to Process Management, Issue Resolution and MIS Reporting.
* Versatile in handling multiple responsibilities.
* Strong analytical, organizing & communication skills.
* Seeking challenging opportunities in Operations / Process Management with an organization of repute.

**Core Competencies**

**Process Management – Issue Resolution – Customer Service – MIS Reporting - Administration**

**Professional Experience**

**Hewlett-Packard India Sales Pvt. Ltd., Kolkata. April 2007– June 2010**

**Sales Support Specialist**

**Responsibilities:**

* Receiving requests from SPC, Processing order and creating Order log as per policy and specification.
* Responsible for eclipse Deal creation & revision in Big Deal software.
* Following up with Bid desk for special approval and further keeping track of approved eclipse as per TAT.
* Generating leads of prospective customers and passing the same to the sales team, for further follow up.
* Maintaining all crucial data, Compiling MIS reports and forwarding to the higher officials for review.

**VSNL – Tata Indicom Broadband Internet Services, Kolkata. April 2006 – April 2007**

**Sales Coordinator**

**Responsibilities:**

* Prepared daily Feasibility, Order login, Installation, pending Installation & DST performance reports and presented to the management for review.
* Extended proactive support to the Sales Executive in closing the order.
* Worked closely with Field Engineers and other team members for smooth execution of all activities.
* Coordinated with the technical team for installation of new connections / troubleshooting of technical snags within the Turn Around Time.
* Managed the Customer Service help desk and address various issues, queries, complaints raised by customers.

**CITI Financial Consumer Finance India Ltd., Kolkata. March 2004 – April 2006**

**Credit Process Associate**

**Responsibilities :**

* Prepared Credit Approval Sheets and followed up with higher officials to know the status of loan applications.
* Performed preliminary scrutiny of the agreements and documents submitted by the clients.
* Initiating Telephone and Customer point verification of customer as per product policy.
* Coordinated with field verification executives to ensure their contact details.
* Updated all details using Banking software I-Loan.
* Compiled MIS reports with details on Applications submitted, Applications sanctioned / rejected, Amount disbursed etc. and submitted to the higher officials.

**Past Employments**

**Avenue Corporate Services Pvt. Ltd., Kolkata. December 2003 – March 2004**

**Office Coordinator / Support**

**Cyber Port., Kolkata November 2002 – December2003**

**Administration**

**Education**

**Bachelor's Degree in Commerce**

Calcutta University, Kolkata, 1999

**Certificate in Advance Excel**

Excel Next, 2012

**Certificate in Web Graphic and Animation**

Arena Multimedia, 2002

**Certificate in Information Technology**

CMC Ltd., 2001

**IT Skills**

Windows, MS Office and Photoshop.

**Personal Details**

**Date of Birth :** 23rd January 1978

**Languages :** Bengali, English and Hindi

**Date:**

 **Place: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 (Subhodip Chatterjee)**