**SantabrataChowdhury**

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**An experienced professional with a career span of more than 19 Years**

**Key Skills:** NGOHealth Care **/**Customer Query Solving | Quality Audit and Analysis | People Management I IT Recruiter | Accounts

**Professional Synopsis**

* Worked as account executive for Health care NGO and Food industry.
* Over 12 **years** of experience in the utility, shipping logistic and mortgage domain **in BPO** Industry for Non Voice. Also working as IT Recruiter for RPO process.
* Worked as Office Executive , Account Executive, Sr. Associate, Quality Analyst and Quality lead Associate.
* Worked as an internal Quality Audit or which involved quality checks, preparing quality reports, providing timely feedback to team members and sending out daily reports to the management on the team’s performance.
* Expertise in using MS Excel, PowerPoint and other MS office applications.

**Career Profile**

**Banchbo Healing Touch (NGO)**

**Office Executive cum Computer Operator – Jan 2021 to till date**

Job Responsibilities:

* Regular basis attendance sheet update attendance book and system
* Regular basis manual Account update petty cash and cash book.
* Day to day basis cheque deposited to the bank and collect the bank statement to reconcile the cash ledger.
* Published monthly expenditure reports.
* Monthly Attendance Card issue for all employee.
* Salary Prepare
* Communicate with management
* Course Co- ordinate of Certified Covid Care Assistance Course CPR Training etc
* Prepare Slides for Monthly Meeting

Key Achievements:

* + Achieve the RNR Award as best Course Coordinator
	+ Achieve the 10 days Certified Covid Care Course
	+ Achieved the CPR training certificate

**Institute Of Child Health (Kolkata based NGO Hospital)**

**Office Assistant – Feb 2018 to Dec 2020**

Institute Of Child Health is a recognized name in patient care. Backed with a vision to offer the best in patient care and equipped with technologically advanced healthcare facilities.

**WNS Global Services Pvt. Ltd. (Pune)**

**Sr. Associate –Jan 2017 to Aug 2017**

WNS is a one of the International BPO in India. There are different types of vertical like as Insurance, Finance, Travel and Utility process etc. Worked as Sr Associate ( Quality) for Thames Water. Thames Water is a one of the water supplier in UK.

**Homeward Residential India Pvt. Ltd. (Pune)**

(Mortgage and Insurance company)

**Quality Assurance Analyst for (Short sale) Feb 2014 to 19 Jan 2017**

Job Responsibilities:

* Quality Audit/ Report Analysis
* Provide Feedback (Review Notification email)
* Provide floor support.
* RCA analysis
* HUD(Closing cost and Broker commission calculation and others), Sales contract, RMA package and MLS reviewed.
* Attend calibration call
* Rework analysis

Key Achievements:

* Won monthly RNR award and quarterly Star award.
* Currently working on critical project work.

**WNS Global Services Pvt. Ltd. (Pune & Nashik)**

**Quality Lead Associate –March 2009 to Feb 2014**

Worked Associate and Sr. Associate for Centrica (British Gas and Electricity)

Worked as Quality Lead Associate for NYK Line, China.

Key Achievements:

* Completed a Kaizen project on billing address updating for multiple properties which has helped reduce work times of process. The project also yielded QNS savings.
* Email and Letter template implementation.
* Worked as a SME for new system application.
* Won Simply Thank You award, RNR award.
* Conduct and arrange different trainings during No Work Time.

Job Responsibilities:

* Quality checking
* Provide Feedback
* Update new amendment of process
* Provide floor support
* Weekly and monthly report published
* RCA analysis
* Maintain the team accuracy.

**Keya Anand Solution Pvt Ltd.**

**Resource Executive –March 2008 to February 2009**

**Optimos India Pvt Ltd.**

**Account Executive – November 2006 to February 2008**

**Priya Food Products Ltd.**

**Account Executive – Sep 2001 to Oct 2006**

**Education Profile**

**B.COM (Hons)-** Calcutta University (1998)

**MCOM** - Burdwan University (2001)

**Computer Skill:** Diploma in computer Programming from IIIM Kolkata

**Certification**

Certification completed for Lean Cadet

**Training Attend**

Basic Lean Six Sigma, Root Cause Analysis and Basic ISO Awareness

**Personal Profile**

**Date of Birth:** 25th December, 1976

**Marital Status:** Married

**Languages Proficiency:** English, Hindi & Bengali.

**Computer Proficiency:** MS-Office, MS-Windows, Basics of Internet.

**Hobbies and Interests:** Painting, Cycling, Swimming, volunteering for NGO’s.