SIDDHARTHA DAS

Address

## Durgapur,713213

Burdwan, West Bengal, India

Experience

* Repco Home Finance Ltd

Durgapur || Executive || 08/2019 – present

Working as Executive

# Skills

Having keen knowledge in HL/LAP and Operations.

Will assist in developing ideas for work simplification, cost reduction,

## +91 8337890657

## [siddharthabca796@gmail.com](mailto:siddharthabca796@gmail.com)

process improvement methods (bullet proofing), scheduling and labor hour planning

Through strategic management and measurement of team performance, develop, plan and execute departmental improvements while simplifying processes

Works with managers and supervisors to provide a work environment and culture that promotes customer service, staff development and achievement

Manage the operational activities of the contact center including quality service, workflow, work force optimization, and cost management

Work with peers in a team setting to develop and implement improvement suggestions, policies and work forecasting

Maintain team’s call quality standards, providing feedback and developing performance development plans

Provides oversight and technical direction for order management, inquiry management, and invoice management activities

Provides monthly performance feedback to CSR’s in order to address performance gaps and manage performance improvement

Create enduring relationships with all levels of management and fellow co- workers

# Education

## Annex College of Management Studies

MBA(MARKETING) || 2017 – 2019

Completed MBA (MARKETING) under The Singhania University with aggregate of 73%

## Cyber Research and Training Institute

BCA( H ) || 2013 – 2016

Completed BCA ( H ) from The University of Burdwan with aggregate of 64%

## Nalhati Hari Prasad High School

Secondary and Higher Secondary || 2005 – 2012

Completed Secondary Education and Higher Secondary from Nalhati Hari Prasad high school under WBBSE and WBCHSE

# Hobbies

Bike riding and reading adventurous stories.

# Declaration

I hereby declare that the particulars furnished are true to the best of my knowledge. If I will have an opportunity of serving in your concern, I will be grateful and obliged to you.

Place: Durgapur

Signature: Siddhartha Das.

Date: