**SUJOY SAHA**

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| **Career Objective:** To Seeking a changing and dynamic position with a growing firm to add some value for the better growth and profit of the organization along with developing my knowledge and skills.    **PROFESSIONAL EXPERIENCE**   |  |  |  |  | | --- | --- | --- | --- | | **Organization** | **RBL FINSERVE LTD** | **Duration** | **26th February 2019 to Till now** | | **Designation** | **Senior Branch Operation Executive** | **Key Role** | * **Arrange the activities to promote the product & Retain customer & Maintain posses related MIS. Cash Handling and send MIS report Daily Basis.** | | **Job Role and Responsibilities:** | | | | | * **Banking MIS OPERATIONAL MANEGMENT & OPS MAINTAIN.** * **Identify the customers Re-payment track record .** * **Pitching about product and comparing the statistics from other M F I companies.** * **Solve Customer Quarries & Bushiness Support.** * **Verification of the documents and manage the documentation process to the loan.** * **Regular tracking and calling on existing customer one time re-payment.** * **Responsible for creating sales revenue from new and existing customers.** * **Achieving sales targets while ensuring high customer satisfaction.** * **Establishing long term customer relationship for future cross-sell and up-sell opportunities.** * **Reporting to AM/BM regarding work done on daily basis.** * **Trained new sales officer about product and supporting to sales converges.** * **Arrange the activities to promote the product & Retain customer & Maintain posses related MIS. Cash Handling and send MIS report Daily Basis.** | | | |  |  |  |  |  | | --- | --- | --- | --- | | **Organization** | GVK EMRI PVT LTD | **Duration** | November 2017 - December 2018 | | **Designation** | PROSSES SUPERVISOR | **Key Role** | Maintain Training related MIS.  Resolve customer complaints via phone, email. Use telephones to reach out to customers and verify account information. |      |  |  |  |  | | --- | --- | --- | --- | | **Organization** | **Hearing Plus Pvt. Ltd** | **Duration** | November 2014-18th May 2015 | | **Designation** | Customer Support Executive | **Key Role** | Maintain Sales related MIS & Resolve customer complaints via phone, email.  Use telephones to reach out to customers and verify account information. |     **ACADEMIC PROFILE**     |  |  |  |  | | --- | --- | --- | --- | | **Qualification** | **Board/University** | **Year of Passing** |  | |  |  |  |  | | MA | RABINDRA BHARATI UNIVERSITY | 2011 |  | | Graduation | CALCUTTA UNIVERSITY | 2009 |  | | 12th | WBCHSE | 2006 |  | | 10th | WBBSE | 2003 |  |   **ADDITIONAL INFORMATION**  **Strength** - Hard working, honesty and dedication towards the work, adoptable at any environment and have ability to work effectively in a group of team or individual.  **Interests -** Getting along with everyone, Inquisitiveness to learn new things on my own Concentration, Ability to work under pressure. Making plan and strategy to solve the problems.  **PERSONAL DETAIL**   |  |  | | --- | --- | | Father’s Name | GOPAL SAHA | | Date of Birth | December 10, 1985 | | Gender | Male | | Marital status | Single | | Languages Known | English, Hindi, Bengali | | Nationality | Indian | | City | Kolkata | |
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**Place kolkata**