

NAME: SAYANTAN ADHIKARI
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OBJECTIVE

I am a person with a determination & dedication to achieve the best in the field with which I will be related to. I am energetic & ever ready to learn & like to work on things which I feel can make my organization successful.

WORK EXPERIENCE

Organization: Md Infotech (August 2022 - December 2022) as **TSE**.

Role:

- Recognize and reach out to customer, generate Lead and sales for Hot Water & Energy.
- Follow up with leads aggressively.

Organization: Teleminds Infotech (April 2022 - August 2022) as **TSE**.

Role:

- Recognize and reach out to customer, generate Leads & comparison.
- Follow up with leads aggressively.

Organization: Bharti Airtel Ltd (March 2020 - May 2020) as **DST**.

Role:

- Recognize and reach out to clients in businesses through cold calling
- Pitch products and services
- Talked with potential customers to explain all products and services offered
- Scheduled times for each service to be completed
- Record customer interactions in lead tracking and customer issue tracking systems
- Follow up with leads aggressively

Organization: Oppo Exclusive (July 2019 - Feb 2020) as **Sales Associate**.

Role:

- Drives sales through engagement of customers, suggestive selling, and sharing product knowledge
- Manages financial transactions
- Processes payments by totaling purchases, processing checks, cash, and store or other credit and debit cards
- Assists with inventory, including receiving and stocking merchandise
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest

Organization: VIP Industries Ltd. (May 2018 - July 2019) as **Store Associate**.

Role:

- Data analysis, Brand analysis and Category Analysis
- Assist in maintaining the back stock room and setting up merchandise displays on the floor
- Budget set and After sale service
- Develop solutions for customers by listening to their needs and recommending the appropriate products

Organization: Oppo Exclusive (June 2017 - May 2018) as Store Manager.

Role:

- Managing budgets, and maintaining financial records
- Planning, promoting, and marketing the business and Dealing with customer issues and complaints
- Overseeing pricing and inventory control and Meeting sales targets
- Ordering, receiving, price changes, handling damaged products, and returns

Organization: The Mobile Store Ltd (Essar Telecom Retail Ltd) (Feb 2016 - June 2017) as Customer service associate.

Role:

- Cross-selling products to increase purchase amounts
- Operating cash registers, managing financial transactions, and balancing drawers
- Introducing promotions and opportunities to customers

EDUCATION

- **Diploma of Technology in Civil Engineering** from **ELITTE INSTITUTE OF ENGINEERING & MANAGEMENT W.B.** [Under West Bengal State Council of Technical Education, 2012 to 2015] approved by A.I.C.T.E, New Delhi with **67.2%** of marks
- **Higher Secondary Examination** from **Bidhannagar Municipal School** [West Bengal Council of Higher Secondary Education] with **53.2%** of marks. **Year of Passing:** 2012.
- **Secondary Examination** from **Bidhannagar Municipal School** [West Bengal Board of Secondary Education] with **65.63%** of marks. **Year of Passing:** 2010.

PROFESSIONAL ELIGIBILITY

Attending the customer, Inventory management; maintain store staff grooming, coaching, counseling, planning, monitoring, and training employees.

KEY SKILLS

- General Software Tools: Microsoft Office 2007 & 2010, AutoCAD 2007
- Effective communicator and proven excellent team member with friendly & positive attitude.
- Ability to learn new technologies quickly.

PERSONAL DETAILS

Date of Birth: 13-December-1993 **Gender:** Male

Language Known: Bengali, English, Hindi.

Hobbies: Games, Watching movies, playing guitar, listening music.

DECLARATION:

I hereby declare that all the information given herein is true to the best of my knowledge and belief.

DATE: 24/01/23

PLACE: KOLKATA

Sayantana Adhikari

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