

CURRICULAM VITAE

SOURAV ROY CHOUDHURY



Father's Name : Late G.S. Roy Choudhury

Date of Birth : 01/07/1966

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ACADEMIC QUALIFICATIONS

1) BACHELOR IN ARTS

UNIVERSITY: OSMANIA UNIVERSITY

MEDIUM: English

SUBJECTS: English, Hindi, Geography, Political Science & Public administration.

YEAR OF PASSING: 1993

2) DIPLOMA IN MANAGEMENT

UNIVERSITY: INDIRA GANDHI NATIONAL OPEN UNIVERSITY

YEAR OF PASSING

1995

3) ALL INDIA SENIOR SECONDARY CERTIFICATE EXAMINATION (10+2)

BOARD: CENTRAL BOARD OF SECONDARY EDUCATION

MEDIUM: English

SUBJECTS: English, Math's, Science & Engineering Drawing

YEAR OF PASSING

1985

4) ALL INDIA SECONDARY EDUCATION (10th)

BOARD: CENTRAL BOARD OF SECONDARY EDUCATION

MEDIUM: English

SUBJECTS: English, Math's, Social science and General Science.

YEAR OF PASSING

1983

I have my own personal windows 10 desk top with a fast broadband connection loaded with different tools for video calling and therefore can work from home.

PRESENT OCCUPATION: I am coaching students of English medium schools. The mode of teaching and interaction with the students and parents is ENGLISH. Hence, I have excellent English speaking skills. I am also a good orator.

PROFESSIONAL PARTICULARS

ORGANIZATION: ALLIANCE HEAT ENGINEERS (NOIDA, UTTAR PRADESH)
(Manufacturers and suppliers of Industrial Heaters)

POSITION: ADMINISTRATION EXECUTIVE

EMPLOYMENT STATUS: JANUARY 2014 till JULY 2022

RESPOSIBILITIES

- Coordinated office activities and operations to secure efficiency and compliance to company policies.
- Kept stock of office supplies and place orders when necessary.
- Welcomed and directed visitors, coordinated meetings and appointments and answered phones and responding to emails.
- Maintained and managed customer records and database.
- Interacted and guided customer requirements.
- Planned and executed service visit programmes.
- Preparation of monthly MIS reports as per directions.

PROFESSIONAL PARTICULARS

BPO EXPERIENCE

ORGANIZATION: HINDUSTAN COMPUTERS LIMITED, NOIDA
POSITION: SENIOR CUSTOMER SERVICE EXECUTIVE
YEARS OF SERVICE: NOVEMBER 2006 TILL MARCH 2011 (4Years & 4 months)

JOBS HANDLED

1) **DEPARTMENT:** COLLECTIONS DEPARTMENT OF DELL PROCESS.
DELL is a computer manufacturing company.

PROCESS: USA night shift process based on COLLECTIONS of DELINQUENT monthly installments.

Telephonic calls were made to customers who failed to pay the monthly installments on purchase of Dell products.

Language of conversation: English

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|------------------|--|
| Process timings: | 5.30 P.M I.S.T to 9.00 A.M I.S.T. (Rotational shift) |
| Out bound calls: | Domestic and Commercial. |
| Inbound calls: | Domestic and Commercial |

Outbound calls

Apprised the customer (domestic and commercial) about the delinquent monthly installment(s) of the products purchased. Collected the past and present monthly installments plus late fees over the phone by cheque payment thus saving the customer from further late charges.

Inbound calls

Received calls from customers who inquired about the delinquent monthly installments.
Received payments from the customers over the phone by accepting cheque payments.

2) **DEPARTMENT:** FLOOD INSURANCE MAP OF NATIONAL FLOOD RESEARCH Colorado, U.S.A (GEOGRAPHICAL INFORMATION SYSTEM on line project) which provides flood Insurance certificates to property owners in United States of America.

The location of properties (domestic & commercial) were compared with municipal as well as flood insurance maps of government of USA in order to check whether the properties were under flood and non-flood zone and certify it accordingly. OUT BOUND PHONE CALLS were made to various municipal departments of U.S.A to know the location of property

3) Worked in WEBSITE DESIGNING DEPARTMENT by calling (OUT BOUND PHONE CALLS) various business people and telling them the importance of website, taking orders to design a website and promoting the business (names) in various search engines like google, yahoo etc

ORGANIZATION: SPICK (INDIA) PVT. LTD. FARIDABAD, HARYANA.

POSITION: SALES CUM PRODUCTION SUPERVISOR

DEPARTMENTS: SALES AND PRODUCTION

YEARS OF SERVICE: JULY 1995 TILL OCTOBER 2006

The organization produces metalized Aluminum printed polyester packaging sheets of different sizes, thickness and colour.

JOBS HANDLED

SALES

Maintained a team of 20 sales people.

- Allocated different areas to the sales people for sales promotion and sales of products.
- Interviewed different people and customers about quality of the products.
- Maintained a graph of sales of product and demand.
- Reviewed performance of team members.
- Imparted training to members to improve overall performance and launch of new products
- Market planning and position.
- Planned different types of gifts associated with the sales of product.
- Interacted with clients through outbound and inbound calls.

PRODUCTION

Interacted with the production department to achieve the production targets in order to meet the sales target as per sales demand from the market keeping a minimum backlog in sales department.

ORGANIZATION SKILL

- Skilled at identifying new and innovative approaches to enhance business development.
- Excellent communication and interpersonal skills.
- Extreme patience to solve the problems accurately within timeframe in order to achieve targets.
- Communicated with customers politely and precisely to convey correct information.
- Trained new callers (if required) to make proper calls by using correct English language and pronunciation which the customers. Explained the best possible methods to handle the customers so that the process could be conducted smoothly.
- Maintained highest level of quality control.

TECHNICAL TRADE QUALIFICATIONS

Expert in MS OFFICE (MS Word, Excel and Power Point).

- Training : Adobe Photoshop CS2
Year of Passing : 2011
Organization : Lakhotia computer center, Kolkata
 - Training : Quality control inspection.
Year of Passing : 1994
Organization : Prototype Development and Training Centre under
National Small Industries Development Corporation, New Delhi
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EXTRA CO-CURRICULAR ACTIVITIES & INTERESTS

SINGING & ACTING

Trained singer & Actor. Actively participated in Inter School, College, television, radio and stage singing & acting competitions. Acted in Bengali and Hindi T.V serials. Earned awards for singing & acting competitions.

SPORTS

Actively participated in interschool and college cricket match competitions. Earned rewards.

GENERAL INFORMATION

Mother Tongue : Bengali
Languages Known : English, Hindi, and Bengali
Residence : Permanent
Marital status : Married
Physically very fit

PLACE: KOLKATA
DATE: 08/03/2023

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