Overview

Arindam has a rich work experience of over 20 years in Information Technology/Customer Service/Food & Beverage and Advertising industries handling diverse portfolios in India, UK and USA. A confident and self-motivated professional, he maximizes Team efforts resulting in successful service delivery and in addition, provides leadership/mentoring where necessary. His enthusiasm, calm approach and disciplined work ethic ensure the most positive outcomes from his professional engagements.

Global Engagement Experience

**Senior System Support Analyst-L1** Edinburgh/London

**HSBC Bank** (January 2013 to December 2016) United Kingdom

* Managing Incidents and analyze various system/application issues and provide permanent fixes, thereof.
* Preparing weekly reports. Presentations, attending conference calls and organizing monthly meetings/WebEx sessions with senior management and Business partners.
* Organize daily hurdles, train new hires, conduct knowledge workshops, organization and capacity planning (staffing and other IT resources).

**Cash Equity Analyst** London

**UBS Bank** (December 2006 to August 2007)United Kingdom

* Responsible for pre-matching trades in the European markets in the London Stock Exchange and fails trade management, static data and settlement instructions.
* Developed SOPs and worked as a Process Trainer to existing and new hires.
* Certified in London Cash Equities Operations by UBS Bank.

**Store Manager** Plano, Texas

**Dunkin Donuts and Baskin Robbins** (April 2002 to September,2004) USA

* Overall management oftwo Dunkin Donuts and Baskin Robbins franchises.
* Production and inventory management/Customer service/Accounting and HR
* Certified in SERVSAFE by the National Restaurants Association

International certifications

* Certificate of Proficiency in English (CPE) – Cambridge University, United Kingdom.
* London Cash Equities operations - UBS BANK AG, United Kingdom.
* SERVSAFE- National Restaurants Association, United States of America.

Other Engagement Experience

**Fund Administrator**

**HSBC Bank** (September 2010 to December 2012)

* Reconciling cash positions for UK and MENA mutual funds and resolution of aged reconciliation breaks
* New hire process training and mentoring of junior administrators.
* Awarded ‘Star Performer’ for outstanding performance.

**Customer Service Executive**

**HSBC Card Services** (December 2007 to August 2010)

* Attending/resolving HSBC credit card related customer queries over the phone.
* Cross selling various in-house HSBC card related product and services.
* Awarded ‘Quality Guru’ for setting high quality standards in HSBC Card Services

**Compliance auditor**

**DELL** (April 2006 to November 2006)

* Auditing inbound/outbound calls for quality purposes as per compliance parameters.
* Providing feedback and coaching to customer service executives.
* Report/interact with the service delivery leaders regarding call quality.

**Technical Service Associate**

**DELL** (November 2004 to April 2006)

* Providing technical support (hardware) over the phone for DELL computers.
* Troubleshooting basic OS related issues (mainly Windows XP) and cross selling.
* Adhere to process, quality and compliance parameters.

**Freelance model**

March,1993 to March,2002

* Featured in various advertising and marketing campaigns and events in the press/electronic media and live shows
* LIVE game shows and ramp walks
* CLIO awards in the International Advertising Film Festival in 1988

Education

Bachelor of Commerce (B. Com) with Accounts major – Calcutta University, India (1994)

Competencies

* Sound interpersonal qualities ensuring great customer experience.
* Problem management, Root cause analysis, Health checks, system testing.
* Call scripting, Tele sales, customer retention, rebuttal management
* Call handling, AHT Management, Quality auditing, GAP analysis.
* Donut making and finishing, Ice cream cake decoration, cross selling.

Personal & Contact Details

Date of Birth: 16th March 1971 Marital Status: Married

Language proficiency: English, Hindi and Bengali.

UAE Visa: Resident UAE driver’s license: No

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