

**Dipanjan**

International City, Persia Cluster

Dubai,UAE

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**Brief Overview**

**Strength :**

Well adaptive towards corporate culture and behavior & ability to work under pressure.

Achievement oriented with excellent people management skills and an ability to manage change with ease.Pleasing youthful personality with a zest for life with a strong knowledge and understanding of Sales and Operation. An individual with good numerical abilities, meticulous and quality-oriented with an eye for detail.Excellent communication, relationship building & interpersonal skills.A fast learner and good at reproducing and applying techniques.

**Cluster Head (Sales & Operation)- in O2 Spa :**

(From 25th Oct 2014 to till date) Currently working with O2 Spa as Cluster Manager (Sales & Operations), handling Airports and Five Start Hotel outlets (Accor Group/Carlson Group/Inter Continental Hotes), below are my responsibilities :

* Directly responsible for the day-to-day operations and handling a team of 150 staffs
* Responsible for sales/achieving goals & targets along with team.
* To ensure outlets upkeep.
* Coordinating with the Business Head to implement store level objectives, processes and programs
* Responsible for cost control for making positive EBIDTA

**Regional Manager (Sales & Operation) –in AVA Travel Retail company :-**

(From 17th June 2010 to 25th Oct 2014) Worked with AVA Merchandising Solutions Pvt Ltd as a Regional Manager-Eastern India.As a RM,my responsibilities are given below:

* Was responsible for day to day Sales & operations
* Responsible for Outlet’s audits
* Responsible for recruitment & staffs training
* Responsible for cost control for making positive EBIDTA

**Station Manager in Paramount Airways:-**

(5th May 2009 to 16th June 2010) Worked with Paramount Airways, was handling the entire operations for Kolkata Airport , including Customer handling, reservations and marketing.

 **Passanger Service Manager in GGI:**

(18th Feb to 4th May 2009) Worked as a Passanger Service Manager with Globe Ground India at Bangaluru Airport. Under , I was handling Srilankan Airlines,Lufthansa,Oman Airways,Gulf Air,British Airways,Airfrance and Go Air .

**Station Manager in MDLR Airlines:**

(1st March 2007 to 12th Feb 2008) As a Station Manager I was handling the entire operations of Kolkata Aiport, including Customer handling, sales and reservations.

**Customer care executive & Team leader in Air Deccan Kolkata:-**

 January 2005, I have joined Air Deccan as a customer care executive (under GHA), this was my first step in Aviation Industry. As a customer care executive, I was responsible for customer handling, taking care of their issues and provide them solutions .

I have been promoted as a Team Leader within a year.

**Academic and Professional Qualification:-**

Θ Completed Graduation as Bachelor of Commerce (Hons) from the Jaipuriya College under the University of Kolkata (India).

Θ Completed a course of Diploma in Aviation & Hospitality Management from Horizon Aviation Academy.

**Computer Knowledge:-**

Having good knowledge in computer with word/excel /power point/ MIS Report.

**Personal Details:-**

Date : 10th April 1984

Nationality : Indian

Marital Status : Married

Languages Known : English, Hindi, Bengali & Assamese

Passport : Valid up to 2027

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