

**Name:** Sayan

**Sex:** Male.

**Nationality:** Indian.

**Marital Status:** Married.

**Date of birth:** July16, 1988.

**Email:** **sayan-394454@2freemail.com**

**Education Information:**

* Completed 4-years Bachelor Degree in Hotel Management And Catering Technology from **Durgapur Society Of Management Science**, Durgapur, West Bengal,(Approved by AICTE and affiliated to WBUT).

**Career Goal:**

* To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

**Work Exerience:**

1. **Working as a Sales Officer (Banking Section) in Dubai (5th September 2019 - TillNow).**
* Generating the business from the market.
* Cross Selling of Credit Cards.
* Generating business from data calling.

**2. Worked as an Assistant Manager (Customer Service & Operations) in Behala, West Bengal,**

 **Kolkata (12th November 2018 - 28th February 2019).**

* Assisted new customers in filling application forms to help them avail benefits of the different services provided.
* Managed client queries and coordinated with them to identify account requirements.
* Presented innovative ideas to revise weekly promotional campaigns and drive third party products.
* Sourcing CASA, FD, Credit Card, Mutual Fund, SIP, Gold Loan, Auto Loan etc.
* Assigned responsibilities of making calls to customers to advertise banking products and services.

**3. Worked as an Assistant Manager (Customer Service & Operations) in Khardaha, West Bengal, Kolkata (17th October 2016 – 29th October 2018).**

* Responsible for promoting financial products as well as third party products and services to customers.
* Opening new accounts, checking account status and maintaining savings account data in the system.
* Providing information to customers on enquiries regarding banking products and services.
* Providing appropriate information, and guidelines on banking polices and regulations to customers.
* Ensuring that the services of the bank meets customer satisfaction.
* Assigned responsibilities of making calls to customers to advertise banking products and services.
1. **Worked at Koshe Kosha Restaurant as a Manager in Kolkata (1st July 2014 to 31st July 2015) .**
* Hired, trained, and managed a staff of 32 employees.
* Managed customer complaints and questions.
* Oversaw menu creation and alterations.
* Conducted safety inspections daily.

 **5 Previously worked as a Facility Executive**

 **in Kolkata (29th November 2011 - 14th May 2014).**

* Inventory Management :Stationery, Medicines, housekeeping supplies, Pantry supplies.
* Coordinate with housekeeping staff to have daily facility rounds.
* Maintenance Housekeeping, pantry and office support services.
* Supervised maintenance staff.
* Managing all administrative functions, security issues and facility services and any other administrative functions as deemed by Client.
* Maintaining records of admin reports.
* Managing Weekly FM Meeting Minutes.

**Core Knowledge & Skills**:

* More than two years of professional experience in Customer Service, Operations of banking products and services.
* Comprehensive knowledge of Admin Operations.
* Knowledge of operation guidelines and standard procedures of banking services
* Skilled in communicating effectively with excellent customer service and management skills

**Employment Information:**

Area of Interest

* **Admin/ Operations/Facility Management**.

Specialization

* **Front Office**.

Industrial Exposure

* ‘**FORTUNE MONOHAR**’ in Hyderabad.

**Languages spoken and Ability:**

* English, Hindi, Bengali.

**Personal Skills:**

* Proactive, Polite, **Ability to work under pressure, Punctual, Creative,** Customer Focused**.**

**Computer Familiarity:**

* Microsoft Office (Word, PowerPoint, Excel, Outlook).

**Date:**

**Place: Signature:**