**Resume**



**Puja Bhattacharjee**

Mobile No. 9836576732

Email: officialpuja90@gmail.com

 

Career Objective:

To secure a promising position in an organization where I can get exposed to opportunities to learn, grow and prove my potential to achieve betterment of my own and people around as well.

Educational Qualifications:

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| * D.El. Ed -West Bengal Board of Primary Education; 2020 -2022 (82%)
* Master of Arts: Archaeology - University of Calcutta; 2010-2012 (55%)
* Bachelor of Arts (H): Sanskrit - University of Calcutta; 2007-2010(49%)
* Higher Secondary: W.B.C.H.S.E.; 2007(69%)
* Secondary: W.B.B.S.E.; 2005; (68%)

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| ***Employment Details:*** ***Greenfield Academy, Rajarhat, Kolkata*** ***12th April 2021-7th Feb 2022******Position: Assistant Teacher*** ***Responsibilities:**** Responsible for students of standard VI & IV (as Class Teacher in two different sessions).
* Regular classes taken of multiple subjects [HISTORY & CIVICS (Class VII, VIII & IX), VALUE EDUCATION (Class VIII), ENGLISH LITERATUE & LANGUAGE (Class II, IV & VI]).
* Processing of Exam Papers & Marksheets.
* Conducting PTMs.

***Chemex India******18th June 2018 – 7th January 2020******Position: Sales Co-ordinator*** ***Responsibilities:**** Responsible for credit & collection of Kolkata Metro Distribution Branch for Tata Salt, Pulses, Soda & Detergent.
* Regular follow up with sales team & stockists as per sales portfolio.
* Maintaining follow up over mail to make every detail documented.
* Processing and generating reminder letters, bills, outstanding, monthly statements and claims.
* Use of SAP for Kolkata Metro to keep track on order range improvisation and growth.

***Sabbatical (Feb 2017 – May 2018)***I was on sabbatical leave & left job to focus on studies for the civil services exam & during that time my father got a minor stroke, so I had to move back to my home town. There I used to provide tuitions to support my family ***Chemex India******January 2015 – February 2017******Position: Sales Co-ordinator******Responsibilities:**** Visiting Stockists if required and maintain relationship with regular customer along with the TSIs.
* Supporting tele communication with mother company and stockists when require.
* Ensuring payment is collected in given time by customer.
* Investigating and resolving queries relating to non-payment of invoices.
* Order and dispatch flow check-ups and reporting on daily basis.
* Account reconciliation and complete documentation.

***Employment Details: (Cont.)******Just Dial Limited******December 2013- July 2014******Position: Customer Service Executive**** Responsible for Customer Service of Kolkata Branch.
* Regular follow up with individual & business customer as per portfolio.
* Maintaining follow up over mail to make every detail documented.
* Meeting debtors if required and maintain relationship with regular customer.
* Supporting tele calling team & agencies as and when require.
* Lining up to Sales and Post Sales department to get the contract renewed.
* Ensuring smooth service in given time by customer.
* Processing and generating reminder letters and monthly statements.
* Investigating and resolving queries relating to existing and new customers.
* Legalizing with the sales team to resolve the outstanding queries.
* Account reconciliation.

***Thinktel Solutions India Private Limited******December 2012 – July 2013******Position: Relationship Manager (Corporate Service)******Responsibilities:**** *Meeting up with the client as SPOC on basis of accounts allocated.*
* *Maintaining relationship to retain them.*
* *Finding out customer’s challenges.*
* *Resolving the challenges with interpersonal skills & customer service skills.*
* *Coordinating with customers via mail on daily basis.*
* *Coordinating with concern team to get the update of all Service Requests.*
* *Looking after the Customer Service Request being done within SLA by concern team.*
* *Making sure customer gets proper reply for their requests and quarries via mail.*
* *Ensuring payment is collected in given time by customer.*
* *Update proper feedback to reporting manager on all accounts.*
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Certification and other technical knowledge:

* Diploma in Information Technology.
* MS Word Proficiency
* MS Excel

Core Competencies:

* Good Learner
* Dedicated
* Diligent
* Adaptable

Personal Information:

Date of Birth : 23.05.1990

Nationality : Indian

Gender : Female

Marital Status : Married (To Mr. Trideb Choudhury)

Permanent Address : 90, B.L Das Lane, English Bazar, Dist. -Malda, West Bengal. Pin-732101

Languages known : English, Hindi, Bengali.