

Profile

I love to explore in the real world and try to do creative things. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. I believe my work experience and dedication will fit your requirements and maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Skills

Communication skills	● ● ● ● ●
Interpersonal Skill	● ● ● ● ●
Team Handling skill	● ● ● ● ●
Customer service training	● ● ● ● ●
Soft skills	● ● ● ● ●
Product Training	● ● ● ● ●
Sales and Marketing	● ● ● ● ●
Lead and prospect generation	● ● ● ● ●

Interests

- Music
- Technology
- market research
- gaming
- Cultural interest

Debopriyo Dutta

Senior Customer Care Representative

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📞 9007658985

in <https://www.linkedin.com/in/debopriyo-dutta-6ba116>

📅 23/04/1998

Professional Experience

Senior Representative Advisor (promoted),

Concentrix

07/2019 – 12/2021 | kolkata, India

Concentrix IBM Daksh, Kolkata, India

- Building and maintaining profitable relationships with key customers
- Overseeing the relationship with customers handled by my team
- Keeping customers updated on the latest products in order to increase sales.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Managed team and overseeing hiring, training, and
- professional growth of employees.

OJT - Trainer, Concentrix

11/2019 – 10/2021 | Kolkata, India

- Conducted new hire orientations and training sessions, and trained current employees on new equipment and procedure .
- Corrected employee behaviour that did not reach accepted standards, and recognized performance that met or exceeded those criteria.
- Liaised between executives and entry-level workers, facilitating smooth communication.

Courses

BBA Marketing,

Institute Of Engineering and Management

04/2016 – 06/2019 | kolkata (Saltlake), India

- Assist with daily administrative duties.
- Design and present new social media campaign ideas.
- Monitor all social media platforms for trending news, ideas and feedback.
- Prepare detailed promotional presentations.
- Help with the planning and hosting of marketing events.
- Research and evaluate competitor marketing and digital content.
- Marketing workshop, Case study, advertisements, Research,
- CRM and data analysis.
- Scored 7 DGPA

High School Diploma

04/2015 – 03/2016 | kolkata, India

St.Francis Xavier School

Scored - 70%

Customer Service Executive - Field Operations

06/2018 – 08/2018 | Kolkata, India

Ops , Bajaj Capital

Identified prospect needs and develop appropriate responses

along with information on suitable products and services

- Researched potential clients and markets to prepare for appointments.
- Established and monitored customer service standards by employing recognized and comprehensive benchmarks.
- Described product and service details to customers to provide information on benefits and advantages.

Languages

English



HIndi



Bengali



Projects

Consumer behaviour towards branded smartphones, Research

03/2019 – 05/2019

- Data analytics
- Applied SPSS
- Consumer behaviour study
- Market survey (reviewed 500 peoples)
- Market study