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# KIRANMOY SAMANTA



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## Objective

To attain a challenging task in work place where I can utilize my Knowledge for the companies requirements and my skills to the contribution in the growth of organization and myself. I like to associate myself with an organization where there is an ample scope of individual as well as an organizational growth. Being result oriented is my prime objective.

## **EXPERIENCE**

1. **TELECALLING JOB *Tatwa Technologies Ltd & Aegis BPO Services Ltd. (Kolkata) from August 2012 to Jan 2014***

➤ **JOB ROLE**

- Receive inbound calls from participants.
- Answer participant questions, as well as question participants to obtain full understanding of what information is being requested.
- Document all calls with regards to participant inquires accurately using Call Tracking System.
- Provide quality customer service on every call.
- Communicate clearly and effectively with participants.
- Communicate clearly and effectively with participants.
- Promote teamwork and call center success.

2. **ADMIN EXECUTIVE *Bisk Farm (SAJ FOOD PRODUCTS Pvt. Ltd.) Siliguri. from February 2014 to Jun 2019***

➤ **JOB ROLE**

- Look after day to day Administration activities
- Maintaining documents related to vendors / contract/ payment & agreement.

- Preparing monthly MIS (Stationary, Housekeeping & Consumable) with cost consumption.
- Preparing monthly activities report.
- All admin related work (Vendor Management, Facility Management, Transport Management, and Guest House Management).
- Laicizing Management, Repair Maintenance, Security Management.
- Receiving all the complaints from the Employees.
- Logging the entire complaints e-facility tool and closing with after completion generating reports for the same
- Managing all the Facilities Staff (Security, Housekeeping, Pantry staff).
- Back office schedule management
- Coordination with various departments
- Solving the issues and submitting the status report to the Management & Customer
- To prepare the work orders for the customers as per requirement and clearing the invoices as per work done accordingly.
- Resolving all kind of issues as per customer & management requirement.
- Work on Internet.

### 3. **OFFICE COORDINATOR AND SITE OFFICE INCHARGE**

***BENCHMARK DEVELOPERS Pvt.Ltd. (Kolkata) from July 2019 to Nov 2020.***

### 4. **TERRITORY SALES INCHARGE NINETY NINE GROUP OF COMPANIES**

***(Ninety Nine Builders Pvt. Ltd. Durgapur) From 09 FEB 2021 to Continue.***

#### ➤ **JOB ROLE**

- Lead the Way.
- Give Team Targets.
- Provide Regular Team Rewards.
- Make Every Meeting a Team Meeting.
- Set Up Team- Building Activities.
- Open Up Lines of Communication.
- Consider Office Layout.

## **EDUCATION**

**2012 DIPLOMA IN COMPUTERS, B.C.A FROM M.B.U**

## ***SKILLS***

- Quick learner & adapts well to changes and pressure in work place
- Managing relationships & working efficiently with diverse groups of people
- Committed to meeting deadlines and schedules
- Leadership skills to lead projects & handle work independently

## ***PERSONAL INFORMATION***

***D.O.B:- 20th FEBRUARY' 1991***

- ***S/O: - ARDHENDU SAMANTA***
- ***Mother:- KRISHNA RANI SAMANTA***
- ***ADDRESS: - VILL:- DHAMACHIA, P.O:- MONGALPUR,  
P.S:- MANTESWAR, DIST: - PURBA BARDDHAMAN  
PIN – 713422, WEST BENGAL***

## ***Declaration***

***I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.***

***Date: -***

***Kiranmoy Samanta***  
***Signature***