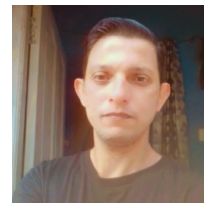


## FRANCIS WINSTION WELLS

@ franciswells83@gmail.com

8927150048

14/5 Naba Pally. 22 Bigha. Lohapool.Joka Kolkata - 700 104.



### Education

**Institute of Information Technology and Management**

2000

Higher Secondary

(A) 588



### Experience

**Pace Financial Pvt Ltd**

January 2001 - April 2002

Public Relation Officer

Given the responsibilities of a P.R.O, I had to visit other companies with whatever work was handed over to me by the manager. At times go on verification and collection calls with corporate client's. Money handling and money deposit at deposited banks.

**Don Giovannis ( Park St.)**

May 2002 - June 2005

Centre Manager

Had to take care of the entire restaurant including delivery partners. Everyday stock and stock requirement for the week. Taking orders over the phone from the main head office and diverting the delivery to the concerned area. Cash and everyday expenses to be made everyday and handed over to the owner.

**Call Center and BPO ( Bnke, Smart , dial development, fusion, Om innovation.**

October 2005 - December 2012

Caller to a Team Leader and Customer Care Support

Started of as a caller and called for campaign such as UK landlines and mobiles. Dial for election survey . Took part in UK landline excellent telecom inbound campaign. As a team leader took care of agents dialing for mortgage , uk landline, Mobil survey.

**A d r i a n Fast Food & Caterers. (Samsi. Malda)**

August 2013 - December 2016

Proprietorship

Running a fast food centre with spouse catering to school children teachers and locals. Serving Chinese , Rolls, Indian and Anglo Indian dishes. Home delivery was main attraction to the business.

**Dr Graham School.Kalimpong .**

March 2017 - January 2019

Cottage Parents

Given the responsibilities of cottage parent with children from classes 6 to 12 on an average of 32 to 35 children. Cottage maintenance, market stock and reporting to the concerned authorities for work to be done. Attending meetings with the principal and vice principal in regards to children and any cottage improvements



**Om innovation Pvt Ltd**

*December 2021 - March 2022*

Customer care

Receiving chats from customers in regards to delivery issues, cancellation and tokens. Assigning delivery partners if deliveries late due to technical problems.



**Objective**



To utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environment.



**Skills**



\* Sales \* Team building \* Problem solving \* Decision making



**Reference**



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Maybe arranged if required.