

CURRICULAM VITAE

KANKAN BANERJEE

201/A, 1ST FLOORS
SRI BISHNU APARTMENT
MAHIBIR COLONY, RANGAMATIA(E)
P.O: – RUPNARAYANPUR BAZAR
DIST:- BURDWAN(W), WEST BENGAL
PIN:- 713386
MOB:- 7001071947
E-mail: kankan.banerjee792@gmail.com

OBJECTIVE

“A career with a progressive organization that will use my education, skill ,abilities and experience in an executive capacity, where I can effectively contribute to operation in any capacity that best matches my skills and experience.”

WORK EXPERIENCE:

Company : JOIN US TECH SOFT CONSULTANCY SERVICE PVT. LTD.
Designation : Customer Care Associate

EXPOSURE

Use to make outbound calls for the UK based clients, those who are the customer of All Alternative Service Provider of British Telecom (BT), have to enquire all the information about their software updates & services etc.

Company : PAYGEEK SOFT SOLUTIONS PVT. LTD
Designation : Verifier Cum Call Closer

EXPOSURE

Use to take the Verification of CCE's (Customer Care Executive) calls for the US based clients, those who are the customer of American Electrical Power (AEP), have to enquire all the information was given by the CCE is completely understood by the customer properly or not, whether customer is agreed to change the supplier without any force or request by the CCE, have to cross checked all the details of the customers provided to the CCE is true & correct, make them understand that this call was made about offer them the alternative service provider (ASP) to save money on their Electricity Bill by the help of SANTANA ENERGY. After getting the confirmation from the customer side, that he is agreed to proceed, then only we can close the calls.

Company : NATIONAL INSTITUTE FOR TECHNICAL EDUCATION
Designation : Centre in Charge

EXPOSURE

Recruiting Teaching Staff through taking Interviews, guiding them how to interact with the students of the Centre As well as parents of the student's at the point of admission time. Taking care of all the responsibilities of the Centre, being a Centre in Charge has to handle a team of 11 members including Teaching Staff, Receptionist, Office Boy, and it's equally important to maintain the proper relationship with the entire team of the Centre. Used to take feedbacks for each student from their respective Teachers, whether there should not be any lacking behind for any students.

Company : BIRLA SUN LIFE INSURANCE COMPANY LTD.

Designation : Agency Manager

EXPOSURE

Recruiting advisors from four segments mutual fund distributors, stock brokers, postal agents, competitive agents. Driving sales effort and bringing business by them & achieving monthly targets. Develop ownership attitude to Customer enquiries and complaints to ensure they are addressed properly and promptly to minimize customer attrition. Managing customer operations & ensuring customer satisfaction by achieving delivery & service quality norms. Equally important to maintain the proper relationship with the advisor to enhance the business.

Company : RELIANCE LIFE INSURANCE COMPANY LTD.

Designation : Sales Manager

EXPOSURE

Recruiting advisors and driving sales efforts for attainment of periodical targets with a view to optimize revenue and achieve business excellence. Planning, organizing and implementing innovative sales programs strategies to improve the product. Awareness and escalate business volumes .Develop ownership attitude to customer enquiries and complaints to ensure they are addressed properly and promptly to minimize customer attrition. Managing customer operations & ensuring customer satisfaction by achieving delivery & service quality norms. Responsible for Operations, Customer service & compliance of policies & procedures. Meeting mostly with the HNI customers & selling the financial products. Equally important to maintain the proper relationship with the entire Advisor to enhance the business.

Company : BIRLA SUN LIFE INSURANCE COMPANY LTD.

Designation : Agency Manager

EXPOSURE

Recruiting advisors from four segments mutual fund distributors, stock brokers, postal agents, competitive agents. Driving sales effort and bringing business by them & achieving monthly targets. Develop ownership attitude to customer enquiries and complaints to ensure they are addressed properly and promptly to minimize customer attrition. Managing customer operations & ensuring customer satisfaction by achieving delivery & service quality norms. . Equally important to maintain the proper relationship with the entire Advisor to enhance the business.

Company : VANGUARD INFO SOLUTION PVT LTD.

Designation : Tele-Marketing Executive (Promoted as a Team Leader after 8 months of joining)

EXPOSURE

Making call to the UK based client those who are the customer of British Telecom through automatic predictive dialer and used to make 350 -400 calls in a day, offer them alternative service provider to save money on their Telephone Bill by the help of Toucan Telecom. After got Promotion as a Team Leader has to handle a team of 14 members, help them to achieve their daily sales target by escalating the call and make it as a sale.

Company : S G R MARKETING

Designation : Marketing Executive (Promoted as a Supervisor after 1 year of joining)

EXPOSURE

Has to open ICICI BANK'S Savings A/C & Current A/C by making cold call to the various Company's Employees, Wholesale & Retail Business Man, Vendors. Savings A/C opening facilities are there for students as well as kids also. After got Promotion as a Supervisor has to handle a team of 9 members, help them to achieve their daily sales target by opening more and more Accounts by using my sales experience to convince the

customer.

SKILLS

Computer Focus

Analytical Skills

Understanding business requirement and delivering services

Keeping pace with changing structural requirements

ACHIVMENT

HONOUR WITH A TROLLY BAG BY THE TERRITORY MANAGER OF BSLI, Mr. RAGHU.

**HONOUR WITH A TITAN WRIEST WATCH BY THE TERRITORY MANAGER OF BSLI,
Mr. MILIND POPAT.**

**GOT PROMOTION FROM TELE MARKETING EXECUTIVE TO TEAM LEADER IN 8 MOTHS
FOR OUTSTANDING PERFORMANCE AT VANGUARD INFO SOLUTION PVT.LTD.**

**GOT PROMOTION FROM MARKETING EXECUTIVE TO SUPERVISOR IN 1 YEAR
FOR DELEVERING GOOD BUSINESS AT SGR MARKETING.**

ACADEMIC QUALIFICATION

SL.N	Institute	Degree/Exam	Percentages
1	D.V BOY'S CHITTARANJAN HIGH SCHOOL	"X" Standard	49%
2	S.N.S INSTITUTE OF HIGHER SECONDARY	"XII" Standard	62%
3	ACHARYA INSTITUTE OF MANAGEMENT & SCIENCE	"Diploma" in Information Science	45%
4	IGNOU	"Graduation" in BA	50%

IT EXPOSURE

1. Windows 95-2000, UNIX.
2. C, C++, VB, JAVA, DATA STRUCTURE
3. ADA, MS-Office.

TRANNING UNDERGONE:

Finished **CALL CENTER (C.S.R)** Training from **STG INTERNATIONAL** in 2004

Finished **PERSONALITY DEVELOPMENT** Training from **ZEAL** in 2005

EXTRA CURRICULAR ACTIVITIES:

Recitation, Solo Song, Acting

STRENGTHS:

- 1 Tolerance
- 2 Patience
- 3 Sincerity & Loyalty.

SPORTS ACTIVITIES:

- 1 National & State Level RIFLE & GUN SHOOTER, Prize won in State Level.
- 2 Member of Sports Authority of India (SAI) in shooting.
- 3 Used to play Football, Cricket & Swimming, and Chess.

PERSONAL DETAILS:

Father's Name : Mr. Tejendra Nath Banerjee.

Father's Occupation : Retired from CLW / CRJ.

Date of Birth : 06/07/1979

Permanent Address : #201/A, 1st Floor, Shri Bishnu Appartment, Mahabir Colony,
East Rangamatiya, Post- Rupnarayanpur Bazar, Dist: Burdwan(W),
West Bengal, Pin: - 713386
Ph: 03412530757,
Mob: 9434034396

Marital Status : Married

Sex : Male

Nationality : Indian

Languages known : English, Hindi, Bengali, Kannad

Hobbies : Rifle Shooting, Cricket, Football, Swimming, Listening Music

Thanking You,

Yours Faithfully,

(KANKAN BANERJEE)

Place: Rupnarayanpur

Date: 08/02/2022