Sanghamitra Ghosh.

Contact Details :

57B, Motijheel Avenue.
Anubhavb Appartment
Kolkata – 700074.
Contact No. : +91-9476172404. E-mail Id : sanghamitraghosh96@gmail.com

Professional Summary:

•Proficient in a wide variety of computer operating systems and software.

•A strong sales and marketing background, including leadership development.

•Maintain a consistent track record for top performance through my own efforts and/or by directing and supporting the progressive development of others.

•Entrepreneurial, creative, resourceful, professional, a quick study, and an excellent communicator.

•Fluent in the English language.

EDUCATIONAL QUALIFICATION:

COURSE	SCHOOL/COLLEGE	BOARD/UNIVERSITY	Year of Passing
GRADUATION	LADY BRABOURNE. KOLKATA.	**CALCUTTA UNIVERSITY.**	**2008**
HIGHER SECONDARY	SHILPAMANDIR GIRLS HIGH SCHOOL.BERHAMPORE	**W.B.C.H.S.E.**	**2005**
SECONDARY	SHILPAMANDIR GIRLS HIGH SCHOOL.BERHAMPORE	**W.B.B.S.E.**	**2003**

EXTRA QUALIFICATION:

Computer Knowledge:

1> Basic course form Webel, Doeacc Society 'A' Level course. Windows, MS Office & Internet Browsing.

2> Spoken English Course form RAMKIRSHNA MISSION Golpark, Kolkata.

Employment Summary:

Company Name:

Moresco Software Services Pvt. Ltd.
Designation : Client Relationship
Manager (SAP Consultant)
Duration : January 2022 to present
<u>Job Responsibility:</u>
- Coordination With Manufacturing companies for SAP matter.
- Provide them information about SAP and educate them about the Modules structure of Sap
- Fixed Appointment for Business meeting.
- Cloud Solutions assistance.

Lee & Nee Software (Exports) Pvt Ltd.
Designation : Client Relationship
Executive (SAP Consultant)
Duration : May 2018 to December 2022
<u>Job Responsibility:</u>
- Coordination With Manufacturing companies for SAP matter.
- Provide them information about SAP and educate them about the Modules structure of Sap
- Fixed Appointment for Business meeting.

Client's Handled of SAP & Another Erp :

1. **Jutex Industries (SAP B1 Implemented)**
2. **Atishaya Polypet(SAP B1 Implemented)**
3. **Aryavrata Steel Industries (Customize ERP Implemented)**
4. **DVB Technologies (Customize ERP Implemented)**
5. **Get Job Consutancy (HRMS Payroll)**

Xigmapro Software Pvt. Ltd.
Designation : Marketing Associate
Duration : October 2015 to April 2018
<u>Job Responsibility:</u>
- Providing help and advice to customers using our organization's products or services.
- Communicating courteously with customers by telephone, email, face to face.

- Generate Good leads For business executives
- Need to send business proposal or quotations.
- Pre sales and post sales coordination.
- Handling and cooperate with calling team.
- Liable for collection of business and revenue amount.
- Sometimes coordinate with development team for any changes or any further requirement, in project.

Camycent Solutions Pvt. Ltd.
Designation : Customer Relationship Manager.
Duration : April 2015 to at September 2015

Job Responsibility:

- **Investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by customer service assistants.**
- **Handling customer complaints or any major incidents, such as a security issue or a**

customer being taken ill.

- **Issuing refunds or compensation to customers.**
- **Keeping accurate records of discussions or correspondence with customers.**
- **Analyzing statistics or other data to determine the level of customer service your organization is providing.**
- **Producing written information for customers, often involving use of computer packages/software.**
- **Writing reports analyzing the customer service that your organization provides.**
- **Developing feedback or complaints procedures for customers to use.**
- **Improving customer service procedures, policies and standards for your organization or department.**
  - **Handling a Team and coordinate with sales team and with the management.**

- **Meeting with other managers to discuss possible improvements to customer service.**

- **Being involved in staff recruitment and appraisals**
- **Training staff to deliver a high standard of customer service.**
- **Leading or supervising a team of customer service staff.**
- **Learning about your organization's products or services and keeping up to date with changes.**
- **Keeping ahead of developments in customer service by reading relevant journals.**

Scriptgiant Technologies Pvt. Ltd. Designation :
Customer Relationship Executive. Duration :
December 2013 to February 2015.
  Job Responsibility:
- Send marketing executive to customer place to purchase order.
- Generated sales and inventory reports in Excel with data from a variety sources, maintaining a 100% accuracy rate.
- Managed quality communication, customer support and product representation for each client.
- After take the order co-ordinate with client end to internal process end.
- Send quotations interested client.
- Make follow ups to existing customer.
- Post delivery reports take from client end.
- Follow ups for feedback.
- Educated customer for new products and also ensure that marketing team also aware about new products.
- Ensure all in-stock games are displayed, priced correctly and receive best placement.
- Other responsibilities include: Maintaining and submitting neat and accurate reports in a timely fashion, including daily transmission of daily activity, presenting a courteous, friendly and helpful attitude to all customers, developing a good rapport with customer personnel, analyzing accounts with goal of increasing sales through inventory marketing strategies.

Firstsource Solutions Pvt. Ltd.

Designation : Customer support Associate.

Duration : August 2009 to April 2010

Job Responsibility :

- Answered telephone inquiries on services resolved problems of clients.
- Resolved problems of clients

Tata Aig Life Insurance Company.

Designation : Advisor.

Duration : 2008 to 2009

Job Responsibility :

- Communicating with clients and explaining them the merits of Insurance Policies.
- Following up the clients who inquired about the insurance policies.
- Following up the old clients and renew or suggest them the new policies according to their requirement and budget.
- Provide solutions to the client in case of any risk situation and offer them appropriate risk management.
- Supervise the renewal process for existing clients.
- Meeting the company goals and assisting the team.

PERSONAL DETAILS:

NAME:

SANGHAMITRA GHOSH.

FATHER'S NAME   :

Mr. SHYAMAL GHOSH.

DATE of BIRTH   :

17-11-1987.

SEX   :
FEMALE.

MARITERIAL STATUS :
MARRIED.

NATIONNALITY   :

INDIAN.

LANGUAGES KNOWN: ENGLISH, HINDI, AND BENGALI.

DECLARATION:

I hereby declare that all the information given by me is truth at best of my knowledge.

Place:

Date: *SANGHAMITRA GHOSH.*