

SATYAJEET DUTTA

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Being an Experienced Managerial assignment in Back Office Operations and Client Relationship Management, I'm seeking an Entry Level Position to Build on Strong Law Foundation. I aim to use my Exceptional Research, Writing, and Communication Skills to Support an Attorney of the IPR Organization.

EXECUTIVE SUMMARY

- ⇒ A competent professional with **5 Years** of experience in **Back office Operations and Client Servicing**.
- ⇒ Proficient in streamlining processes and training systems with in-depth understanding and continuous optimization of individual, KPI's, SLA's, objectives and targets.
- ⇒ Gathering documents, statements and serving lawyers
- ⇒ Creating draft of contracts, assignments deeds, letters and other legal documents
- ⇒ Excellent leadership, influencing, organization, communication, interpersonal and teamwork skills.
- ⇒ Scheduling meetings, interviews, appointments with clients, attorneys, etc...
- ⇒ Strong ability to isolate problems, analyze data and drive business strategies, decisions, and solutions with a track record as a change agent and transformative force in organizational and operational improvements.
- ⇒ Have excellent problem-solving, analytical and technical troubleshooting skills and committed to seeking and creating quality improvements to existing processes.

CAREER CONTOUR

Since April'21 with Jatin Verma's IAS Academy, New Delhi as Inventory Manager

Key Deliverables as an Inventory Manager:

- ⇒ Analyzes daily product and supply levels to anticipate inventory problems and shortages.
- ⇒ Manages inventory-tracking system to record deliveries, shipments and stock levels.
- ⇒ Document daily deliveries and shipments to update inventory.
- ⇒ Analyze different suppliers to obtain the best cost-effective deals.
- ⇒ Evaluating new inventory, ensuring it is ready to ship.
- ⇒ Examine the levels of raw materials and supplies.

Key Deliverables as a Data Entry Manager:

- ⇒ Handling and resolve students issue on daily basis.
- ⇒ Preparing and sorting documents for data entry.
- ⇒ Formatting the files of Magazines and books.

Nov'20 to Feb'21 with HEDKEY INDIA PVT. LTD., New Delhi as Office Coordinator

Key Deliverables:

- ⇒ Acting as a coordinator between sales, technical team and clients
- ⇒ Maintaining daily sales report DSR and share it with management on daily basis
- ⇒ Handling and resolve client issue on daily basis
- ⇒ Preparing and sorting documents for data entry
- ⇒ Entering data into database software and checking to ensure the accuracy of the data that has been inputted
- ⇒ Resolving discrepancies in information and obtaining further information for incomplete documents
- ⇒ Creating data backups as part of a contingency plan
- ⇒ Responding to information requests from authorized members

Aug'18 to Jul'19 with INDIAN NATIONAL BAR ASSOCIATION, New Delhi as Event Coordinator

Key Deliverables:

- ⇒ Administrative tasks such as answering phone calls, responding to emails & greeting clients
- ⇒ Gathering documents, statements and serving lawyers
- ⇒ Plan event with attention to financial and time constraints
- ⇒ Hire personnel
- ⇒ Manage all event operations (preparing venue, invitations etc.)
- ⇒ Do final checks at the day of the event (e.g. tables, technology) to ensure everything meets standards
- ⇒ Oversee event happenings and act quickly to resolve problems
- ⇒ Evaluate event's success and submit reports

Nov'17 to Jun'18 with INTERNATIONAL ACCREDITATION VERITAS, New Delhi as Senior Back Office Executive

Key Deliverables:

- ⇒ Providing professional and correct suggestions after getting product inquiry.
- ⇒ Prepare the BIS application documents without mistakes.
- ⇒ Report to reporting manager properly, update to manager without delay and mistake.
- ⇒ Maintain the relationship with different labs to make sure testing going smoothly.
- ⇒ Explore other certifications procedures in India
- ⇒ Familiar with the documents, process and rules of the BIS application

Jun'15 to Oct'17 with PERSPI INTERACTIVE PRIVATE LIMITED, New Delhi as Back Office cum Facility Activities

Key Deliverables:

- ⇒ Managing & overseeing the administrative & daily operations of the office, ensuring compliance with the policies and regulations.
- ⇒ Interacting and collaborating with clients.
- ⇒ Participating in development, implementation & maintenance of policies, objectives, short & long-range planning.
- ⇒ Formulating operational goals and developing business plans for the achievement of these goals.
- ⇒ Maintaining daily transactions data in the MS excel sheets
- ⇒ Preparing daily / weekly reports for different departments as per their standard formats
- ⇒ Answering the daily query / complaint mails by customers, following the SOP
- ⇒ Mailing the head office and other area offices for co-ordination in the processes
- ⇒ Updating the report formats as per the instructions from the higher management.

ACADEMIC CREDENTIALS

- ⇒ **B.A. (Programme); 2021** • Delhi University
- ⇒ **12th; 2014** • C.B.S.E.
- ⇒ **10th; 2012** • C.B.S.E.

COMPUTER SKILLS: Windows XP, 7, 8, MS Office, MS PowerPoint and MS Excel 2007, 2016.

Date of Birth: 22nd November 1995

References: Available on Request