

## CURRICULUM VITAE

**Name :** MISS PRIYANKA DUTTA

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### **CAREER OBJECTIVE:**

Intended to build career with the leading corporate where I can apply my technical knowledge and managerial skills and energy, which would be beneficial to the enterprise and help me to learn more and more and develop my skills and knowledge. Help to grow while achieving the organizational goals and objective. Incorporate dedicated and problem –solving attitude, believer of team work along with decision making skills.

**TOTAL PROFESSIONAL EXPERIENCE: 15 years and 4 months.**

### **EXPERIENCE DETAILS**

**1.COMPANY NAME : S.Majumdar & Co(March 2018 –Present)**

**TOTAL EXPERIENCE :** 4 years and 01 month

**DESIGNATION :** Back Office ( Patent Para-Legal Operations & Admin)

### **JOB RESPONSIBILITY:**

- Responding to emails of Patent Offices all over India and clients both International and National along with other associates all over the world.
- Handling complete process of filing. (Response, Written Submission, English translation of Priority, Priority Document, Form 6, Form 13, Form 16, Form 28 to Patent offices in India of International and National Clients, dealing with all the major educational institutes e.g. IIT's and Foreign Universities.
- Complete back office process.
- Patent administration tasks and procedures. Maintaining and updating client records.
- Reviewing documents received from various patent offices.
- Preparing various documents and forms such as Power of attorney, Declaration, Certificates etc.

**2.COMPANY NAME : Shriram Insight Share Brokers Limited.  
(January 2011- November 2017)**

**TOTAL EXPERIENCE :** 6 years and 10 months.

**DESIGNATION :** Asst. Manager. (Team Leader)-Legal & Compliance

**JOB RESPONSIBILITY:**

- ⤴ Managing a team of 10 -15 members within the company and 15 -20 members in the state of Jharkhand, Patna, Kerala, Karnataka, Andhra Pradesh, Mumbai, Delhi.
- ⤴ Quality control and check within the company and all over India as states specified. All sorts of client requirements and assessments are done. Addressing client queries and complaints through emails.
- ⤴ Documentation process is also scrutinized. Handling and solving issues of trades done by clients all over India. Checking the Helpdesk team and CRM department for better client satisfaction and coordinating with the various departments for smooth running of the business all over along with its development.

**KRA**

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- ⤴ Induction training along with the operational training imparted to the new and the existing trainees.
- ⤴ Taking interviews of the new candidates.
- ⤴ Identifying the loopholes of the process thereby improving for quality service to clients and betterment of the Company.
- ⤴ Reports made on daily basis in regards to trading and trade related problems and providing immediate resolution.
- ⤴ Training employees, demonstrating and then watch and make sure that everything is understood.
- ⤴ Spending as much time training as managing employees by communicating patiently and follow – up to ensure everyone understands what is meant by written or verbal instructions.
- ⤴ Drafting letters and certificates based on the requirements of Regulators. (SEBI, NSE, BSE, RBI etc) complying the compliance of the Company.
- ⤴ Checking the work and monitoring the staff at all times are all part of the job.
- ⤴ Demonstrating people management skills, along with communication and listening skills.
- ⤴ Empanelment application and enactment procedures are being executed with various banking and non-banking institutions.
- ⤴ Handling the complaints of the RTA(clients of NCD debentures)and accordingly follow ups are done with concerned group and department.
- ⤴ Intimation to the exchanges w.r.t changes in Directors, Shareholding and DPG.
- ⤴ Changes in the composition of the Directors of the Company.
- ⤴ Preparing DSC of authorized signatories in the Company, arrangement of proper documentation with various brokers forum, UIDAI and CERSAI and accordingly executing the membership and renewal of it.
- ⤴ Monthly, Half Yearly and Annual Compliances of NSE, BSE, MCX, NSDL, CDSL & RBI.
- ⤴ Submission of Annual Compliance Report and Investor Grievance Report to various exchanges.
- ⤴ Directly communicating with SEBI, Stock Exchanges directly on various issues.
- ⤴ Making applications to SEBI, Stock Exchanges on various issues.
- ⤴ Migration to GST.
- ⤴ Assisting in conducting Board Meeting of the Company.

**3.COMPANY NAME : Wipro Limited.(September 2006- October 2009)****TOTAL EXPERIENCE : 3 years and 1 month.****DESIGNATION : Senior Business Associate.****JOB RESPONSIBILITY:**

- ⤴ Team Handling.(15-20 members)
- ⤴ Worked as “subject matter expert”, “quality analyst”.
- ⤴ Helping team members in their work and providing client (United Healthcare -Insurance Giant)

support.

- ⤴ Providing training to the new batches hired in the process of the Company.
- ⤴ Maintaining team data and providing feedback to the P.M.S.(Performance metric System) of the team members thereby assisting Senior Managers in the process.

**KRA :**

- ⤴ Assess Client requirements (based on contract) and handle accordingly.
- ⤴ Motivate team members; provide performance feedback.
- ⤴ Performance of the Team Executive & meeting the Efficiency Targets.
- ⤴ Highlighting Process Gaps to the client to ensure client - contractual metrics are met.
- ⤴ Initiating corrective measures based upon the result of the monitoring, auditing and reporting exercise.
- ⤴ Identifying training needs and escalate the same to the trainer and assist in preparing a training schedule.
- ⤴ Resolving issues of the team members along with the management and support to resolve these issues.

⤴ **EDUCATIONAL DETAILS:**

YEAR	CLASS	BOARD/UNIVERSITY
2009	M.B.A.(H.R)	SYMBIOSIS COLLEGE, PUNE -CPGDBA
2006	M.A.(ENGLISH)	RABINDRA BHARATI UNIVERSITY
2004	B.A (ENGLISH)	BURDWAN UNIVERSITY.
2001	12TH	ASSEMBLY OF GOD CHURCH SCHOOL(C.B.S.E -COMMERCE AISSCE)
1999	10TH	ASSEMBLY OF GOD CHURCH SCHOOL(C.B.S.E - AISSE)

**SYSTEMS EXPOSURE :**

Operating Systems	DOS6.0, Windows 9X, Windows XP (Prof., Home),
Package	MS-Office

**CERTIFICATE COURSES:**

- ⤴ Diploma in Information Technology and Application from COMPUTER TRAINING INSTITUTE STATE YOUTH CENTRE, Moulali Sealdah.

**AWARDS AND ACHIEVEMENTS : Received “The Best Performance Award” from Wipro.**

**EXTRA CURRICULAR ACTIVITIES AND SKILLS:**

- ⤴ Talent contest, Exhibition, Badminton, Basketball,
- ⤴ Taking part in seminars and other activities.
- ⤴ Quick Learner.
- ⤴ Possess good analytical skills.
- ⤴ Adaptability and ability to work under crisis.
- ⤴ Determined to learn with practical approach.

**LANGUAGES KNOWN:**

- ⤴ BENGALI.
- ⤴ ENGLISH.
- ⤴ HINDI.

**PROFICIENCY:**

Read, Write, Speak.  
Read, Write, Speak.  
Read, Write, Speak.

**PERSONAL DETAILS :**

**Permanent Address** : C/o Mr.Some Nath Dutta  
Garikhana ,Barakar Road  
Purulia -723101, West Bengal.

**Date of Birth** :26/11/1982.

**Nationality** : Indian .

**Declaration** : I hereby declare that all the information given is true so far I know.

**Date:**  
**Place**

**Signature: Ms. Priyanka Dutta**