

JOYDIP BHOWMIK

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Job Objective

In quest for assignments in the field of back office operations and administration where ingenuity and meticulousness are considered with regard.

Synopsis

- Professional with **over 14 Year** experience and possessing sound understanding of processes like **BPO, MPO, KPO, Software Development, etc.**
- Was associated with Core Infostrategy Services Pvt. Ltd., Kolkata as Assistant Manager (Administration), Process Coordinator and Tripod Computing Services Pvt. Ltd. as Assistant Manager (Administration), D.P. Ahuja & Co. as Back Office Executive in Patent department & Presently working in DePenning & DePenning as Process Support Associate in Patent department.
- Comprehensive exposure to **MS-Office, MS-Visio**, etc., especially **MS-Excel**.
- Was actively involved in Medical process, BPO process projects including S/W Development and ensuring timely completion of the projects.
- Team player with strong analytical, problem solving & organisational abilities.
- Effective communicator with good interpersonal skills.

Career Highlights

DePenning & DePenning, Kolkata

Designation/Role: Process Support Associate (Patent department) since December' 2018

Responsibilities:

1. Preparing and sending detailed **Reporting Letter** to the client for First Examination Report by mentioning the due dates for filing subsequent response submission along with other required documents.
2. Filing **FER response** as per client instructions.
3. Complying with all technical and formal requirements as mentioned in First Examination Report.
4. Preparing and sending detailed Reporting Letter and invoice for FER response to the client.
5. Taking **Extension** of FER response time as per client instruction.
6. Preparing and sending detailed **Reporting Letter** to the client for Hearing Notice by mentioning the due dates for filing subsequent written submission along with other required documents.
7. Filing **Written Submission** as per client instructions.
8. Complying with all technical and formal requirements as mentioned in the Hearing Notice.
9. Taking **Adjournment** of Hearing as per client instruction.
10. Sending reminders to the client for due dates for filing FER response, Written submission etc.
11. Preparation of various letters for client general queries.
12. Sending letter to the client for seeking clarification for Voluntary Amendments.
13. Preparing amended page and marked up page along with other Form and covering letter for filing Voluntary Amendments.
14. Preparing and sending detailed Reporting Letter and invoice for Voluntary Amendments to the client.
15. Uploading of required documents to the Patent Office website.

D.P. Ahuja & Co., Kolkata**Designation/Role:** Back Office Executive (Patent department) (October 2017 – November 2018)**Responsibilities:**

1. After receiving new Patent filing order from the client **opening new record** for the respective order in database.
2. After reviewing the new Patent filing order **docketing** new Patent filing order in the database. Creating POA, Assignment and other required forms which need to be executed by the Inventors/applicant.
3. Preparing and sending **Acknowledgement Letter** for the new order received from the client along with a **cost estimate** for filing the Patent application in India along with the required forms. If there is any issue or complexity regarding the respective Patent application that also is addressed in the Acknowledgement Letter.
4. Sending reminders to the client for cost confirmation, due dates for filing etc.
5. Preparing **various Forms** for new Patent filing in India including the covering letter. **Uploading** of new Patent application Forms and covering letter with other required documents to the Patent Office website.
6. Raising **invoice** for new Patent application to the client.
7. Preparing and sending detailed **Reporting Letter** to the client for new Patent application by mentioning the due dates for filing subsequent submission of other required documents.
8. Preparation of various letters for client **general queries** as well as **cost queries**.
9. Sending letter to the client for seeking clarification for Voluntary Amendments along with a cost estimate.
10. Preparing amended page and marked up page along with other Form and covering letter for filing Voluntary Amendments.
11. Uploading of new Patent application Forms and covering letter with other required documents to the Patent Office website.
12. Preparing and sending detailed Reporting Letter and invoice for Voluntary Amendments to the client.

TRIPOD Computing Services Pvt. Ltd., Kolkata**Designation/Role:** Asst. Manager (Admin.) (October 2009 – June 2017)**Responsibilities:****Office Administration**

1. Maintenance of various office compliances per different law prevalent in India.
2. Preparation of confidential reports for senior management.
3. Maintaining expenditure database on a monthly basis, official records and all data of office assets.
4. Preparation of **layout diagrams** (office layout, etc), **process related flows** etc. using **MS-Visio**.
5. Was instrumental and solely responsible for **designing, developing and maintenance** of **Salary MIS**, a fully automated system, using **MS- Excel (using Vlookup and other formulas)**.
6. **Calculating and maintaining Provident Fund cards of Employees.**
7. Was instrumental and solely responsible for **designing, developing and maintenance** of **Attendance MIS**, a fully automated system, using **MS- Excel (using Vlookup, conditional formatting and other formulas)**.
8. Assistant to the Accounts Manager/ Director on various Finance/Accounts related issues, such as creation and rising invoices, etc., on a daily basis. Create and maintain the tracking database for all invoices and payments received.
9. Preparation of Knowledge Bases after undertaking research on the Web for different processes relating to office day to day activities.
10. Control and management of Telephone, Electricity, Office Stationary.

MPO Process

The process relates to the Medical Insurance Sector in US. The process takes within its ambit medical transcription, medical coding, charge creation and billing, EOB posting etc. These processes are carried out on behalf of medical practitioners, usually referred to as providers, in US.

I was entrusted with the responsibility of digitize the process flow documents. I am even accountable for generating bills and raising invoices at the month end.

Clinical Research (CR) & Clinical Data Management (CDM)

A medicine/drug, prior to its release in the market, needs to be tested on patients to assess its potential side-effects. The process involves CRO, SMO, investigators, medical practitioners, patients, drug manufacturing firms etc. Trials are conducted on patients with his/her explicit permission. The results of such tests are recorded. The management of such test results comes under the ambit of CDM.

The entire clinical trial process was captured and reproduced into a MS-Visio file for future reference. More essentially, as Data Management is an integral part of CR and being a student of Bio-Informatics, I was entrusted with the responsibility of designing the flow for the CDM.

Core Infostrategy Services Pvt. Ltd., Kolkata

Designation/Role: i) Asst. Manager (Admin.) & Process Coordinator (Aug 2008 - Sept 2009)
ii) Executive (May 2007 - July 2008)

Responsibilities:

Software Development (Especially IFitness)

An interactive site, that aims at providing/prescribing meal plans and exercise plans to the registered users on the basis of the users' goals, preferences, geographic features etc. The application makes use of a rule engine to generate the aforementioned plans. There were a number of user profiles, a dietician, a gym instructor, a provider, a site administrator and a user with separate roles set for different profiles.

The application, as the scope specifies, needed an exhaustive research of the Health as well as Medical domain, in order to capture the information needed for the application. It entailed preparation of exhaustive datasets to support the scheme. As a project coordinator, my role was to prepare and produce such datasets as well device the scheme to use the knowledge and the dataset into the application.

BPO Process

Core Infostrategy Services Pvt. Ltd. was a vendor of Aircel for address verification operation in rest of Bengal. Aircel used to send their subscriber information on a daily basis. A team used to operate in every district through local vendors or field workers. We used to collate the subscriber information, segregate per zone basis such subscriber info. & send those to the particular field workers according to zone. At the end of each day, we used to collect the reports from those field workers and update our master database for sending to Aircel.

Aircel, from time to time, used to ask for particular MIS report, which had to be provided forthwith. Core Infostrategy Services Pvt. Ltd, usually, used to raise the invoice at the end of each month depending upon the amount of work done through those field workers.

The operation and management of entire scheme used to fall within the scope of my work.

Academic Credentials

- Post Graduate Diploma in “**BUSINESS ADMINISTRATION**” from Symbiosis Centre for Distance Learning.
- Post Graduate Diploma in “**BIOINFORMATICS**” under **Electronics Corporation of India Limited(ECIL-ECIT)** from Indian **Institute of Social Welfare and Business Management (IISWBM),Kolkata.**

Bachelor of Science (General) from Calcutta University.

Personal Dossier

Father's Name : Dipak Bhowmik
Marital Status : Single
Language Proficiency : English, Hindi and Bengali
Permanent Address : B/77, Private Road Dum Dum
Kolkata-700074, West Bengal

All the information provided by me in this application is correct and I have not knowingly omitted any related information deemed important in this regard.

Date:

Place:

Joydip Bhowmik