# **Susmita Sarkar**

AE 640, Sector 1

Salt Lake, Bidhannagar

North 24 Parganas

West Bengal -700064

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**Professional Summary\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

I am having 4+ years of experience in operations. Seeking to leverage my technical and professional expertise to learn and grow in the new role at your company. I want to secure a position where I can achieve professional growth, fulfilling all the responsibilities expected of an organization.

**Education\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**2011 MBA-Finance**

PRIST University, Tamil Nadu, Collaborated with (AMEI) Jodhpur

**2009 BBA**

 Jai Narain Vyas University- Jodhpur (Rajasthan).

**2006 Senior Secondary School Exam**

Kendriya Vidyalaya AFS Jaisalmer -Jaisalmer (Rajasthan).

**Certifications\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* MS Office ( Word, Excel ,Powerpoint)
* SAP ERP FICO
* TALLY ERP 9
* CITA (Certificate in Information Technology Application)
* DITA (Diploma in Information Technology Application)

**Work History\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

***05/2022- Present***

**Customer Service Associate**

**Teleperformance, Kolkata ( SBI Process)**

* Attending queries of customers over calls and mails and solving their queries.
* Handling queries regarding banking policies, calculations etc.

***02/2021 – 12/2021***

**Operations Executive**

### HDFC Ltd (Home Loans) - New Delhi

* Attending queries of customers over calls and mails and solving their queries.
* Coordinating with the senior operation officers for various work-related matters.
* Handling queries related to various calculations like Pre-EMI, EMI, SI on prepayment etc.
* Explaining new policies to the customers regarding ROI, disbursement, sanctioning etc.
* Follow up with the customers regarding rate conversions, PMAY scheme etc.

***05/2017 –10/2019***

**Analyst**

### Findulge Training and Consulting Private Limited-New Delhi

* Engaged in MS office related works like maintaining details of client's records, their payment status etc. Preparing presentations for academic purposes.
* Handling administration, engaged in excel related works like Invoice Processing
* Maintaining details of client's records, their payment status etc. Maintain proper record of the emails & document. Also preparing assignments for academic purposes and maintaining academic database.
* Preparation of reports, presentations & analysis with all the inputs and resources available in timely & accurate manner.
* Ensuring confidentiality of the emails, documents & discussions will be the utmost priority.

***03/2016 - 01/2017***

**Office Assistant**

**Stepping Stone Model Schoo**l (ICSE/ISC), Alipurduar, West Bengal

* Working experience as an Office Assistant
* Handling office papers, question papers, official documents and school software related jobs.
* Drafting notices and announcements regarding school activities.

***09/2011-04/2012***

**Faculty**

**Star Institute of Management (Under SMU)-West Bengal**

* Working experience as a management faculty.
* Teaching economics to under graduate students.

**Trainings \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Trainee**

**Suresh Rathi Mutual Funds- Jodhpur**

* Undergone a training of 45 days on **“Mutual Fund Securities”.**

**Trainee**

**NTPC (National Thermal Power Corporations)-** Bharuch, Gujarat

* Have a 2 months Summer Training on the budgeting of the company in 2010.

**Hobbies\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Gardening
* Listening music and singing
* Doing creative things
* To teach students

**Languages\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* English
* Hindi
* Bengali