

Curriculum Vitae

Kundan Sahay

Career Objective

Seeking a position to utilize my skills and abilities that offers professional growth while being resourceful, innovative and flexible. To obtain excellence thereby creating superior brand image for the organization I work for resulting into achieving growth for both.

Skill Summary

Excellent Interpersonal Relationship. Helping attitude to clients from a counsellor / consultant's view point. Empower and encourage fellow team members to give best output. Train fellow members of organization to obtain maximum skill to deliver appropriately. An avid team player, however, I believe in giving ample scope for growth to everybody.

Experience Summary

Started career from the call centre industry as a Customer Care Executive(Inbound) in LG Electronics under M/S i2i Telesource Pvt.Ltd. from October'04 to December'04 and later shifted to Outbound Section and worked from January'05 to February'06. Worked as a Team Leader of Tata Motor Finance ,Maruti ,Panasonic and ABN Amro process since March'06 and as a Supervisor of i2i Telesource Pvt. Ltd. Since Nov'06 till May'07. Then shifted the career towards the telecom industry and worked as Manager of a private firm M/s Nani Gopal Saha from July '07 to Jun'08 and later move to another company named M/s Atindra Steel Company as a Snr. Executive – Commercial Department and provided the services from July'08 till April'11. Presently working in the Intellectual Property (IP) – Legal Services - as an Operations Executive - Paralegal at D.P.Ahuja & Co. since June 2012 till date.

Experience (In reverse chronological order)

D.P.Ahuja & Co.

(A Company providing services in the field of Intellectual Property (IP) - Trademark, Patents, Copyrights , Design and Litigation – Legal Services.

Designation : Operations Executive (Paralegal)
Location : Kolkata
Duration : June'2012 to till date.

Responsibilities :

- **Opposition Department :**
 - ✓ Filing Notices of Opposition/Rectification Applications against the conflicting trademarks.
 - ✓ Filing Counter Statements in reply to the Notices of Opposition filed against Client's trademarks.
 - ✓ Filing Affidavits along with documentary evidences (as evidence in support of Opposition/Application). Compiling documentary evidence received from Client.
 - ✓ Reporting Notices of Opposition/Counter Statements/Affidavits filed on Client's behalf along with invoices.
 - ✓ Reporting Notices of Opposition/Counter Statements taken on record by the Trade Marks Registry to the client/ associate.

- ✓ Reporting pleadings served by the Trade Marks Registry to Client and advising next stage of the proceedings.
 - ✓ Reporting Order (conclusion of the proceedings) to the client/associate as received from the Trade Marks Registry along with the final invoice for the services rendered.
 - ✓ Sending reply to the Client's queries and documentation requirements related to proceedings of IP matters.
 - ✓ Preparing follow-up letters addressed to Trade Marks Registry for expediting proceedings.
 - ✓ Maintaining deadlines lists for Notices of Opposition/Counter Statements/Affidavits and Hearings.
 - ✓ Reporting and sending letters in reply to the Show Cause Notices from the Trade Marks Registry.
 - ✓ Reporting Hearing Notices served by the Trade Marks Registry, accessing cause list from website of the Trade Marks Registry. Collation of pleadings for attending hearings, providing assistance to the lawyer/counsel during opposition hearings. Reporting outcome of the hearings attended along with invoices for services rendered.
 - ✓ Filing written submissions along with relevant case laws at the e-portal of Trade Marks Registry.
- **Prosecution Department :**
 - ✓ Review and reporting the trademarks advertised in the Trade Marks Journal along with the Invoices for the services rendered.
 - ✓ Filing the Interim Response to the First Examination Report received from the Trade Marks Registry.
 - ✓ Filing the Letter of Compliance as per the requirements in the First Examination Report at the Trade Marks Registry.
 - ✓ Reporting First Examination Report to the client/ associate with detailed suggestions as per the objections raised from the Trade Marks Registry.
 - ✓ Filing Corrigendum letters in case of trademarks advertised with errors.
 - ✓ Reporting Hearing Notices to the client/associates.
 - ✓ Review and Reporting Registration Certificate as issued by the Trade Marks Registry to the client/ associates.
 - ✓ Sending reply to the client/associates queries related to the progress of the Registration and status of the application.
 - **Renewal Department :**
 - ✓ Reporting Renewal Certificate (trademarks renewal) to the client/ associate.
 - ✓ Sending Renewal Reminder Letters to the client/ associates along with the applicable professional/official fees for the related service.
 - **Post Registration Department :**
 - ✓ Reporting Order (Change of Name. Address, Assignment or Merger) to the client/ associate as received from the Trade Marks Registry along with Invoices.
 - ✓ Reporting Hearing Notices to the client/associates.

M/s Aviva Life Insurance Company

(A Company providing services in the Life Insurance Sector).

Designation : Worked as a Financial Planning Advisor
 Location : Kolkata
 Duration : Jan 2012 to May 2012

***Responsibilities* :**

- **Generating new business references to the contacts available.**
- **Recruitment Calling – Calling candidates for interview and convincing them to be advisor.**
- **Visiting Clients as per the leads generated and converting them to new business.**

M/s Atindra Steel Company

(A Company dealing with major telecommunication companies – private and government and also KMC and CESC by providing service to their Wire Line project through laying of optical fiber for tower connectivity and water pipes).

Designation : Worked as a Snr. Executive – Commercial Department.
 Location : Kolkata
 Duration : July 2008 to April 2011.

Responsibilities :

- **Co-ordinate and attend the meetings with the client and provide the detailed report as required by them.**
- **Generating Bills for the Wire Line projects completed and occasionally visiting sites for quality inspection.**
- **Follow-ups with the clients regarding the processing and payments of the bills.**
- **Maintaining Reconciliation reports of the physical stock of materials related to the project.**
- **Providing trainings and monitor the performance of the commercial team.**

M/s Nani Gopal Saha .

(A Company dealing with major telecommunication companies – private and government by providing service to their Wire Line project through laying of optical fibre for tower connectivity).

Designation : Worked as a Manager – Commercial Department.
 Location : Kolkata
 Duration : July 2007 to June 2008.

Responsibilities :

- **Co-ordinate and attend the meetings with the client and provide the detailed report as required by them.**
- **Generating Bills for the Wire Line projects completed and occasionally visiting sites for quality inspection.**
- **Follow-ups with the clients regarding the processing and payments of the bills.**
- **Maintaining Reconciliation reports of the physical stock related to the project.**
- **Providing trainings and monitor the performance of the commercial team.**

i2i Telesources Pvt. Ltd.

(An ISO Certified company having contractual assignments of running call centre of various companies along with handling manpower management).

Designation : Worked as a Supervisor and Team Leader of i2i Telesource Pvt.Ltd.
 Processes : Tata AIG,Tata Motor Finance,Maruti,Panasonic and ABN Amro.
 Location : Kolkata
 Duration : March 2006 till May 2007.

Responsibilities :

- Floor management-Need to maintain the discipline and decorum of the company.
- Manpower Management-Look after the manpower and control the attrition rate.
- Co-ordinate and attend the meetings with the client and provide the detailed report as required by them.
- MIS Report Management, Quality Control , Training and monitor the performance of the team of all the processes.
- Co-cordinating with management to organize training programs for employees to evolve into better personalities and achieve better results.

i2i Telesources Pvt. Ltd.

(An ISO Certified company having contractual assignments of running call centre of various companies along with handling manpower management).

LG Electronics-Customer Care

Designation : Customer Service Executive and Asst. Team Leader
 Location : Kolkata
 Department : Customer Support
 Duration : October 2004 till February 2006.

Responsibilities :

- Answering In-bound calls towards lodging problems regarding LG products from October'2004 to December'2004.
- Promoted to the Outbound Sections from January'2005 to February'2006 where we need to call the LG Dealers and take the calls of the daily sales in the software, doing survey calls to the customers and ensuring customer satisfaction.
- Later designated as a Asst.Team Leader and then co-ordinated with LG Head Office and Service Center towards solving the lodged problems of customers on every day basis.
- Generating MIS Reports regarding the day-to-day operations.

Professional Qualifications

Completed the Computer Fundamentals & Basic Operations from NIIT.

Academic Qualifications

Sl.No.	Degree of Studies	Name of Schools/College	Division	Year
1	Bachelor of Commerce - Calcutta University	Rishi Bankim Chandra College	2nd	2008
2	West Bengal Board of Higher Secondary Education	Kakinara Himayatul Gurba High School	2nd	2005
3	Indian Certificate of School Examination	Elias Meyer Free School and Talmud Torah	1st	2003

Personal Details

Father's Name : Sri Arbind Kumar Sahay
Date of Birth : 1st July 1986
Marital Status : Married
Nationality : Indian
Languages Known : English, Hindi and Bengali
Email Address : kundansahay2015@gmail.com
Address : Amrita Vihar Abasan, Block – D, Flat –G/2, Kamalgazi, PO – Narendrapur,
Kolkata - 700103
Contact No. : 91-9883914142 / 8910131120

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Signature

Date :-