

CURRICULAR VITAE

Name	-	Tanushree Mazumdar
Husband	-	Mr. Paritosh Mazumdar
Residential Address	-	371, APC Roy Road, Birati, Kolkata-700051 Contact no.: 8248780277 / 6291402349 e-mail: tanusubash4@gmail.com
Academic qualifications	-	Philosophy Honours from Calcutta University, Kolkata (West Bengal)
Professional qualification	-	Stenography from Y.W.C.A (New Delhi)

Currently working as Receptionist-cum-Admin:

Company Name: Ruchi Realty (September, 2024 – January, 2025)

Reception Cum Admin Works: Attending and transferring of calls. Maintain reception area clean and tidy. Placing order for Food and Beverage to vendors. Vendor who are maintaining plants in office decoration, communicated with them in both verbal and mailing way, bill payment process to accounts team. After all, I am responsible to handle all Guests.

Previous Experience:

Company Name: Peerless Financial Services Limited (December, 2021 – April, 2024)

Work Profile: Other than maintaining the reception and few administrative works I am doing additionally some basic company work profile described as below:

Customer care: Attending calls to solve queries from the customers like foreclosure enquiry, online payment process, mortgage loan, emi deduction, mode top up, facilities available etc,

Collection role: Give reminder calls in gentle way to collect payment on time from emi dishonored customers informing the collection team accordingly arranging the field boys to collect payment from the customers by next day.

Guiding them the e-nach facilities to avail to pay on time, and also inform to the Relationship Managers to reach out our customers from HO to all branches.

Stock report maintenance like collection of monthly stock reports from the existing customers and inform to operation teams accordingly.

Guiding customers who enquired about loan like Mortgage loan, Personal loan secured and unsecured category. Also, guiding customers for the feasibility of getting loan by customized the category and information given.

Monthly data record maintenance of online leads, Landline leads DSA meet.

Keeping the full data record in a separate Excel sheet up to the validation status like login status, sanction status and finally disbursement status to follow.

Reception Cum Admin Works: Attending and transfer of calls to all departments. Vendor maintenance as to receive quotation then analysis and finally vendor meet. Place order for Food and Beverage to vendors. Manage Bill payment from accounts team. Keeping all monthly expenses in a separate Excel sheet. Vendors who are maintaining plants in office decoration, communicated with them in both verbal and mailing way, bill payment process to accounts team. After all, I am responsible to handle all Guests.

Formerly worked:

In Delhi and Chennai for more than 4 years in the relevant fields.

Worked as subject teacher (SST):

In Pondichery for one and half years in Higher Secondary Schools.

Key Responsibilities

- Answer all Incoming calls and redirect them.
- Visitors attending.
- Incoming and outgoing couriers receiving and maintaining record.
- Addressing the complaints.
- House keeping maintenance, security maintenance, driver maintenance.
- Driver arrangement tracker updating.
- Travel desk handling.
- Day to day attendance maintenance of employees.
- Permission form, leave form, OD form updating.
- Organizing meetings- Meeting room blocking, arranging refreshments.
- Joining formalities after induction – Allotment of PC, workstation.
- Joining formalities (Opening of Salary accounts, Arranging for ID cards, filling required forms for new joiners.)
- Maintaining the library books and registers.
- Conferencing room booking through Internet.
- In house complaints solving through online tool.

In light of the above assignments I am designated to be Receptionist and therefore requires me to be all the time alert & quick to attend to inherent responsibilities.

Others

Knowledge of Shorthand & Typewriting (English).
Worked as an Assistant Librarian
Computer literate - Possess good knowledge in MS word, Excel,
Internet, E.mailing etc.
Well mannered/etiquette and pleasing personality

Languages Known

English (Reading, Writing, Speaking)
Bengali (Reading, Writing, Speaking)
Hindi (Reading, Writing, Speaking)
Tamil (Speaking)
Punjabi (Speaking)

Hobbies

Reading Books, Singing, Dancing, Cooking, and Swimming

Yours Truly,

Tanusree Mazumder