



## ***SABYASACHI ROY***

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### **CAREER SYNOPSIS**

#### **Expertise in areas of**

- ∞ Administration/ Facility Management
- ∞ Operations Management/Procurement
- ∞ Asset Management
- ∞ New office setup
- ∞ Office/Transport/Vendor Management
- ∞ SEZ Project Management

√ A competent professional with proficiency in streamlining operational processes, constantly striving for implementing processes in line with set operational guidelines, identifying strengths of employees and imparting on-job training to help them overcome their weaknesses.

√ Expertise in **Fraud and Risk management**. Handling and conducting Audit to prevent frauds, to minimize risk and ensure smooth functions. Liaisoning with local Administrative/Govt. authorities.

√ Achieving a high level of customer satisfaction through use of maintenance of service standards and TAT.

√ Skilled communication, high energy level and a good team player are added advantages.

### **CAREER CONTOUR**

#### ***Starting with recent place of posting:***

- 1) Lithium Urban Technologies Pvt Ltd: Sep 2020 - Till date: Cluster Manager East (Admin & Operations).

***Key Result Areas: General and Office administration, Purchase/Procurement, Operations, Client management, Transportation, Govt. liaisoning, Vendor management, Asset management etc.***

**2) JLL (Jones Lang LaSalle): Sep 2019 – Aug 2020: Assistant Manager (Admin & Facility). Project: Uber India Systems Pvt Ltd.**

**Key Result Areas:** *General administration, Facility management, Security operations, Cafeteria management, Office administration, EHS, Travel arrangements, Housekeeping, Purchase/Procurement, Transportation, Vendor management, PO generation, Operations, Asset management, Govt. liaisoning etc.*

**3) Simplify Workforce Technologies Pvt Ltd (A division of US Tech Solutions Pvt Ltd): July 2017 – Sep 2019: Admin & Facility Head (East).**

**Key Result Areas:** *General administration, Facility management, Security operations, Cafeteria management, Office administration, Petty cash management, Travel arrangements, Housekeeping, Purchase/Procurement, Transportation, Vendor management, SEZ project management, Operations, Asset management, Govt. liaisoning etc.*

**4) OPTM Healthcare Pvt Ltd: June 2015 – May 2017: Asst. Manager – Admin & Operations.**

**Key Result Areas:** *General administration, Housekeeping Operations, Office management, Maintenances of stocks & logistics, CRM, Maintaining MIS etc.*

**5) SBI Life Insurance Co Ltd: August 2014 – May 2015: Unit Manager.**

**Key Result Areas:** *Recruitment of Advisors and monitoring business, customer service etc.*

**6) India Infoline Finance Ltd, Kolkata, India: March 2013 – December 2013: Branch Manager.**

**Key Result Areas:** *Management and dealings in Gold loan operations, Business development, Team Management, Customer Service, Cash management etc.*

**7) AXIS Bank Ltd, Kolkata, India: May 2008-July 2012: Manager & Operations Head**

**Key Result Areas:** *Operations Management, Business development, Team building, motivating and guidance, Setting quality standards in customer management*

- Setting out quality standards for various operational areas ensuring high-quality customer experience. Assessing customer feedback evaluating areas of improvements and finding out ways of improving and achieving customer satisfaction matrices.
- Achieving a high level in maintenance of **KYC and AML standards** set by **RBI** and managing good audit ratings within the tenure.

**UTI Bank Ltd, Kolkata, India: July 2005-April 2008: Executive, Operations and Deputy Manager, Operations.**

**Key Result Areas: *Frontline Customer Service, handling cash (teller), Forex, CMS & RTGS management.***

- Achieving and rendering quality services as the first point of contact in customer support, ensuring minimum TAT.
- Coordinating with various departments within the system to achieve seamless working of the operational giant wheel.
- In charge of the branch's cash, clearing and **Forex** services.

**8) HYATT Regency, Kolkata: April 2003 – April 2005: Guest Relation Executive**  
**Key Responsibilities: *Front Office Operations, Housekeeping operations.***

- Ensuring excellent customer service, **Travel desk management, Cash and forex handling, billing of guests, check-in & check-out of the guest, designing itineraries.**

### PROFESSIONAL ACCOLADES

- Received many certificates for customer service excellence and also my branch has scored `AAA` (highest audit rating) in Internal Audit under my supervision.
- Have been identified as the product manager for the branches Third party products. Ranked one of the best among all branches of AXIS Bank Pan India in achieving such business.

### SCHOLASTICS

- ***Bachelors Degree*** in Hotel Management & Catering Technology from NCHM&CT, IHM Kolkata in the year 2003.
- ***Bachelors Degree*** in Science (B.Sc.) from City College, Calcutta University in the year 2001.

### PERSONAL VITAE

**Date of Birth:** 10<sup>th</sup> October 1979.  
**Father's Name:** Mr. Uday Sankar Roy  
**Positives:** Natural leader, Positive outlook, Sincere, Smart working.  
**Languages Known:** English, Hindi, Bengali and elementary French  
**Hobbies:** Travelling, Trekking, Photography, Wildlife, Music, Painting etc.  
**Passport no.** K6647167

**Date:**

**Signature**

