



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) JLL (Jones Lang LaSalle): Sep 2019 – Till date: Assistant Manager (Admin & Facilities Operations). Project: Uber India Systems Pvt Ltd.

Key Result Areas: General administration, Facility management, Budget forecasting, Cafeteria management, Office administration, EHS, Travel arrangements,

Housekeeping, Purchase/Procurement, Transport management, Vendor management, PO generation, Operations, Asset management, Govt. liaisoning, Large Team handling etc.

2) 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, Transport management, Vendor management, SEZ project management, Operations, Asset management, Govt. liaisoning, Large Team handling etc.*

3) 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.*

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

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

5) 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.*

6) 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.
- Ensuring smooth running of the daily functions and business achievement of the branch in absence of the Branch head.

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.

7) 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.**
- Coordinating with various departments to ensure smooth functioning of the desk.

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

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

PERSONAL VITAE

Date of Birth: 10th 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 etc.
Passport no. K6647167

Date:

Signature

