

CURRICULUM VITAE



Name: Subrata Debnath

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Location: Uttar Dinajpur, WB

OBJECTIVE

A responsible and challenging position in dynamic and growing organization that would allow me to explore my capabilities, my qualities and my dedication towards my duties.

WORK EXPERIENCE

CSC e-Governance Services India Ltd.

Designation -DM(District Manager)

Location -Uttar Dinajpur

Period -April 2019- Feb 2022

Roles & Responsibilities:

- Team management:
 - ✓ Managing the entire VLE's of Uttar Dinajpur & assigning their respective duties timely.
 - ✓ Conducting Targets assigned to VLEs.
 - ✓ Establish & analysis sales strategies, set sales target & focus on them accordingly.
 - ✓ Monthly, weekly and daily sales analysis with team mates and team associates.
 - ✓ Conducting training & coaching for associates regarding company process & SOP.
- Sales & Revenue Management
 - ✓ Handle Different Types of village Level Govt Projects (PMGDISHA,PM KISAN ,PMSYM etc)
 - ✓ Handle Banking Level activities(Insurance,CSP,Digipay etc)

VODAFONE MOBILE SERVICES INDIA LTD.

Designation: - Team Leader (Retail Store Operation)

Location: Raiganj

Period : June 2015 – July2018 (3 Years 6 month)

Roles & Responsibilities:

- Team management:
 - ✓ Managing the entire team of Vodafone Store & assigning their respective duties timely.
 - ✓ Conducting daily team briefing & interacting with each & every team associates.
 - ✓ Managing the reporting matrix with lower & upper level (R1 & R2) management.
 - ✓ Managing the team roster for the entire manpower available in the Vodafone store.
 - ✓ Establish & analysis sales strategies, set sales target & focus on them accordingly.
 - ✓ Monthly, weekly and daily sales analysis with team mates and team associates.
 - ✓ Conducting training & coaching for associates regarding company process &SOP.
- Sales & Revenue Management:
 - ✓ Set sales target to store associate in terms of Postpaid, Prepaid, Data, MVA, IM&MPESA.
 - ✓ Focus on store EBITDA. Focusing on revenue generation with postpaid & Data revenue.
 - ✓ Focus on quality acquisition by CCE. Ensuring the timely bill payment by customers.

- ✓ Achieving Postpaid target, Data target, MVA target. Setting right sales strategy to achieve target.
- ✓ Achieving the sale target as per Business Plan.
- TNPS:
- ✓ TNPS parameter follow-up. This parameter indicates the customer satisfaction with Vodafone service where they rate our services with 1 to 10 rating. It's is an important KPI.
- Customer service:
- ✓ Ensuring about good Quality customer service and fulfilling their needs.
- ✓ Resolution immediately of all the customer complaint on given time.
- ✓ End to end support to the valuable customers after activation of Vodafone services.

EDUCATION

- Graduated in BCA from North Bengal University in the year of 2011 under Raiganj University College.
- 10th from Karnajora High School under WBBSE & 12th from Karnajora High School under WBCHSE.

HOBBY

Travelling, Playing Cricket & Listening music.

STRENGTH

- My greatest strength is the hard work I do to give my best effort to achieve results.
- Adaptability & ability to work under pressure and yet quality work on time.
- Full of enthusiasm and zeal to excel in any assignment that I undertake.

PERSONAL INFORMATION

Father'sName :Sunil Debanth
Date of Birth : 8th June 1989
Gender : Male.
Marital Status : Married
Nationality : Indian
Languages Known: English, Hindi, Bengali
Contact No : 9733008008
PERMANENT ADDRESS: S/O-Sunil Debnath
Vill-Mehendigram,
P.O-Khalsi,
P.S-Raiganj,
Dist-U/D,Pin-733134

DECLARATION

I hereby declare that the above statements declare by me is correct according to the best of my knowledge & belief.

Place: Raiganj
Year:2022

Subrata Debnath