

Sayantana Banerjee

Customer service and Sales Associate

As an ambitious and hard-working individual, I am often recognized for my commitment and ability by my highly respected company

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📞 7059963087

📍 Seals Garden Lane, Cossipore, Kolkata, India

📅 25 April, 1992

WORK EXPERIENCE

Inflex Technology Private Limited

Technical Sales Associate for Google workspace

03/2021 - Present

- Problem-solving of clients regarding Google Workspace & Understanding the client requirements & customizing the product/services accordingly
- Generating Leads & Closely Coordinate with Google for Lead generation and development of a lead/closure for SMB, MM and LCS.
- Configure and manage Google Workspace accounts, including mail flow.
- Migration of old mails to Google Apps using GAMME, GASMO, GAMMO.
- Content creation for external applications and publish to generate lead.
- Resolving technical issues for the clients to show how Google Workspace can make business more productive, collaborative & innovative & making PPT's, giving presentations & demos to the clients.
- Preparing monthly reports and performing business & competitor analysis.

Teleperformance Dibs

Customer Support Associate

06/2020 - 03/2021

- Analyzing customer requirement and taking feedback from customer regarding the products availability and rating.
- Mapping future prospects of order status
- Resolving follow ups taken for customer order status & mentoring a team assigned by the training manager and handling Technical queries
- Interacting with customers - over email/chat and call & understanding the queries of customer to resolve it.
- Helping the customers regarding the domestic and international credit card during purchasing and acceptance in the website.

Tata Consultancy Services Ltd

Customer Service Executive

07/2014 - 06/2020

- Need to process passport applications & Selling SMS service to the customer as well as tracking and maintaining customer database
- Need to give enquiry regarding passport and achieve the monthly targets given by the company
- Verifying KYC details of customer and need to meet up with the institutions and convert the lead
- Report Generation for granting and holding status of passport
- Order Management & Cash collection

HONOR AWARDS

Customer understanding score (10/2020 - 12/2020)

Ranked 2nd in December 2020

STAR OF THE MONTH (04/2018)

For extraordinary performance in Passport seva business operations

STAR OF THE MONTH (11/2017)

For extraordinary performance in Passport seva business operations

Maximum No. of Sales in Eastern Zone(TCS GEMS) (10/2018 - 12/2018)

For achieving maximum no. sales in eastern zone

SKILLS

Knowledge about MS Excel, Word, Power Point

Internet Savvy and knowledge about hardware components, configurations.

Knowledge about programming language c, java, html, sql

SEO, email marketing, Google AdWords & Analytics, Online advertising campaigns Search Engine Optimization (SEO) Online Content/Blogs), Social Media Marketing, PPC

Multitasking, possesses good analytical eye and have the ability to cope with demands of customers & knowledge about Social Media & Social Selling

PROFESSIONAL TRAININGS

Personal Development (1 day) (2015, 2016, 2017)

Security Training (1 month) (2016, 2019, 2020)

Customer Service Skills Training (Quarterly)(2019, 2020)

Amazon Self development Training (2020)

EDUCATION

Bachelor Of Computer Application(BCA)

Punjab Technical University

08/2010 - 11/2013

PROFESSIONAL COURSES

Digital Marketing Course

From Karmick Institute

EXTRA-CURRICULAR ACTIVITY

Participated in Marathon event for Rotary Club of Kabitirtha Calcutta for supporting the needs of poor.

Actively Participated in the charity event of TCS donation & Represented club Football team BVFC.

INTERESTS

Surfing Internet, Listening songs, Watching Movies, Travelling, Trying food dishes