

SATABDI BOSE



Contact

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Languages

English
Hindi
Bengali

Hobbies

- Exploring new places
- Trekking
- Dance & Music
- Photography

Summary

A dynamic professional with almost 9 years of experience in different domains – Business Operations, Sales & Marketing, BPO, Client servicing, Member Relations, HR & Administration with reputed organization.

Skill Highlights

- Project management
- Strong decision maker
- Complex problem solver
- Analytical skill
- Planning and organizing skills
- Operations
- PR Skills
- Service-focused
- Leadership quality

Education

- **MBA (WBUT)** : Completed MBA from NSHM Business School (2012–2014) with specialization in **Marketing (Major) and HR (Minor)**.
- NSHM Business School provided me an opportunity to undergo project training in Kantar (Formerly IMRB International).
- **Project Title** : “**Perceptual difference among SEC-A consumer segment– A study on ITC Product : Wills Lifestyle**”.
- **Graduation (C.U)** : Completed **B.A.** from Vivekananda College for Women in the year 2011.
- **10+2 (WBCHSE)** : Completed Higher Secondary from Bidya Bharati Girls’ High School with Arts in year 2008.

Certifications

- Certificate Course on Information Technology Application from India Skill certified by Bengal Govt.
- Certificate Course on Project Management Excellence Training by Kantar.
- Certificate Course on TQM & QMS by Tata Steel.
- Certificate Course Low Risk Supervisor by Tata Steel.

Work Experience

- **2019 -2021 : HR & Admin Manager**
Igiene Cleaning Services Pvt. Ltd. (Vendor company of Tata Steel)

Key Responsibilities :

- New Recruitment of the work force as per the site and JUSCO procedure.
 - Arrangement of necessary trainings for them as per JUSCO Procedure.
 - Taking care of Statutory Labour Law requirements as per JUSCO.
 - Updating the validity of manpower and equipment gate passes and Permits as per JUSCO.
 - Monthly Salaries, PF, ESI, OT calculation & Full & Final settlement.
 - Updating Day to Day Site Expenses & cash expenses.
 - Preparation of the Work done Bills, Submission of the same and Follow-up for Payment.
 - Raising invoice on Tata Steel BTS portal.
 - Ensure timely JNTVTI training, medical and safety of employees coordinating with SNTI & NTTFF respectively.
 - Updating the Filling System.
 - Communication with Client.
 - Business Development.
 - Look after office administration, prepare expense sheet of employees and get it approved by finance dept.
 - Jotting down minutes of the meeting (MoM).
 - Pretty comfortable with MS Office including Word, Excel, Power point presentations, and Outlook.
 - Effectively organize, manage, track and complete multiple tasks an assignments with frequently changing priorities and deadlines in a fast-paced work environment.
 - Organize and participate in in-house office activities.
 - Report and document preparation.
 - Record management.
 - Continually meet operational and administrative expectations of employer.
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- **2015 – 2018 : Senior Project Manager**
Kantar IMRB

Key Responsibilities :

- Project costing & Budgeting.
- Timeline planning & scheduling.
- Field Briefing.
- Coordinating with field on their requirements and resolve their queries.
- Vendor management & procurement, sample management & logistics.
- Identify large department store for negotiating contracts for consumer products.
- Process purchase orders and requisitions for products.
- Communicate with prospective vendors to determine terms, DOM, & availability, and convey latest update to client time to time.
- Follow purchasing instructions and policies, and ensure proper procedure from both the company and vendors.
- Manage cost & budget for purchasing department.

Work Experience

- **2014 -2015 : Senior Marketing Executive
Mahindra Holidays**

Key Responsibilities :

- E-marketing.
- Social Media Engagement.
- Promoting the company and its products via LinkedIn, Facebook, Twitter & Google+ etc. to increase the visibility of the organization.
- Identifying clients and developing new business out of given support.
- Handling HNI Clients.
- Prioritize and assign work, establish and ensure high levels of customer / guest satisfaction, financial compliance, and office support.
- Create business coverage plans.
- Maintaining good relations with the existing members.
- Selling Corporate & Individual Memberships.
- Giving effective presentations to the clients for promoting the products, and converting the probable into sales.
- Conducting promotional activities.
- Performing the role of Sales Administration.
- Team management.
- Making DSR (Daily SalesReport)
- Sustaining profitability of sales and meeting targets in a deadline driven environment.

- **2011 – 2012 : Business Development Executive
Matrix Cellular International Services Pvt. Ltd.**

Key Responsibilities :

- Working with Sales Team to achieve sales targets.
- Penetrating new market.
- Corporate tie-ups with other companies.
- Client meetings and direct selling of the products depending on the Client's requirement.
- Making sales report.
- Attending Seminars in Kolkata.
- Managing client service operations involving billing related issues, payments, information and queries.

- **2010 – 2011 : Consultant at TLC Relationship Management Pvt. Ltd.**
- **2009 – 2010 : Customer Care Executive at Kankei Relationship Marketing Services Pvt. Ltd.**

Key Responsibilities :

Worked with at TLC Relationship Management Pvt. Ltd & Relationship Marketing Services Pvt. Ltd. as Consultant & CCE respectively. Key responsibilities was to solve queries and give proper information to the retailers & distributors, selling hotel membership to clients.