

SUKANYA DUTTA

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A dedicated and resourceful professional seeking senior level assignment in the organization of high repute.

Career Conspectus

Offering around 9 years of cross functional experience in the areas of Operational activities and Channel Management.

Core Competencies

Channel Management ∞ Analytical Skills ∞ Communication Skills ∞ Problem solving abilities ∞ Decision making capabilities ∞ Managerial Skills ∞ Interpersonal skills ∞ Success Oriented ∞ Organizational Skills ∞ Team Management ∞ Training Skills ∞ After sales service ∞ Bancassurance

Key Skills

- Strong Positive attitude, quick adaptability and flexibility with work.
- Possessed good communication skills and leadership qualities.
- Self-starter and seeks new challenges and responsibilities.
- Ability to organize and prioritize the tasks and work under pressure.
- Processing a strong will to develop the spirit of teamwork.
- Ability to work both independently and as part of a team with professionals of all levels.
- Quick learner, able to grasp new ideas, concepts and methods.

Career Contour

PRASAR BHARATI (ALL INDIA RADIO)

July 2017 - till date

Working as a Broadcast Assistant in CBS AIR KOLKATA

Responsibilities

Managing the office responsibilities and Broadcasting details in the system.

Working as Deputy Manager of operation in Banca Channel

Responsibilities

- Shouldering the responsibilities of managing the entire operation activities of Banca Channel of East Region.
- Liable for entire WIP movement for new business cases.
- Accountable for publishing MIS in various aspects like applied –paid, renewals, leakage, ECS registration.
- Managing operational training programme for sales and operation.
- Handling all types of customer queries and existing customer services, publishing the MIS for all customer service request for Pan India for Banca Channel.

Achievements

- Promoted from Assistant Manager to Deputy Manager in 2016.
- Promoted from Operation Executive to Assistant Manager in Operation in 2013.
- Certified in various ops related contest and customer service excellence.

Working as a counsellor as well as office in charge.

Responsibilities

- Coordinate with faculties and students for the classes and various office related activities.
- Administrative work as an office in charge.

Educational Qualification

2006 MSc in Economics from Calcutta University

2004 BSc from Calcutta University

2001 West Bengal council of Secondary Education(HS)-Science

1999 West Bengal Board Of secondary education –Madhyamik

Personal Details

Date of Birth: 12th july 1982

Gender: Female

Marital Status: Married

Address: 120/1Kendua Main Road,Sristi Apartment,Garia Kolkata -700084

Language Known: English, Hindi and Bengali.