

# PARTHASARATHI CHAKRABORTY

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## WEBSITES, PORTFOLIOS, PROFILES

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## PROFESSIONAL SUMMARY

### Management

More than two decades of experience as an executive and manager in both face to face and backend customer handling in both businesses along with some of the leading organizations in India. A starter in New Zealand.

### Interpersonal

My attributes include quality focuses, I am result and performance driven, never missing derivable and turnaround time.

### Personal Management

Because of experience in diversified domains, there are very few things that may come to me as a surprise as far as work is concerned.

### Communication

One of the best in communication at par with international standards, I am proactive, assure regularity, productivity, and efficiency right from the start before going forward, modifying and delivering the best in organizational requirements and services as per set objectives, meeting and exceeding expectations, with the aspect of a very quick learner and on being open to feedback.

### Electronic and Technology

Experienced and well versed with Microsoft Application Suite. Also, an expert in operating and handling multiple, complex applications and tools.

### Practical

Experienced and skilled in managing and leading small teams of varying caliber and getting the best out from individuals, hiring and training staff, sales and customer service experience, administrative skills and bringing in positive changes and developments in organizational platforms. Physically active, healthy and fit.

## SKILLS

### Sales/Customer Service and Management

Hotel Front Desk, Reception and Operations  
Inbound/Outbound Call Centre  
Email support and management  
Performance Metric Management  
Account Opening & Management  
Staff Training and Development  
Microsoft and Computer Literacy

### Operations Management

Escalation Management  
People Management  
Team Management  
Process Improvement  
Risk and Compliance  
Telephone Etiquette  
Policy reforming

### Administration

Underwriting  
Rapport Building  
Business Analysis  
Quality Analysis  
Business Strategy  
Cash handling  
Budgeting

## WORK HISTORY

### Employed (Part Time)

**Archies Pizza** - New Market, Auckland, NZ.

03/2024 - Current

Delivering and performing in all possible aspects of operations as far as a restaurant is considered, starting from cleaning, dish washing to attending to customers and reception handling on required occasions.

### Customer Service Representative

**Tele minds Infotech Pvt Ltd** - Kolkata, India.

05/2023 - 07/2023

Made outbound calls to generate leads in Australian Energy B2B & B2C process.

### Team Leader

**Cegura** - Kolkata, India.

07/2022 - 08/2022

Lead a team of 20, generating interested students leads for IIHM College, India.

### Floor Manager and Admin Head ITES

**Sigmen Technologies Solutions Pvt Ltd** - Kolkata, India.

12/2021 - 06/2022

Looked into a team of around 100 people.

Was responsible for and mentored teams involved in chat, inbound and outbound voice and data processes with customer base in AUS, UK, US, India and Middle East.

Responsible for process budgeting, recruitment, mentoring process to business as usual, maintaining departmental compliance, policy reforming, quality monitoring, regulation of office administration including payroll and SLA management.

### Team Leader

**Sigmen Technologies Solutions Pvt Ltd** - Kolkata, India.

06/2021 - 12/2021

Appointed under Ubinium for the 1st month as Customer Service Executive on provision for the post of TL for inbound upselling process of car parts in US domain.

Ubinium changing to Sigmen Technologies Solutions Pvt Ltd due to change of directorship and was appointed as a TL for US car parts, a 15-member team.

Monitored all the KPI and team features as a TL.

Also looked into the set-up of the entire ITES section for Sigmen in terms of business development, norm settings, recruitments and required trajectories.

### Freelancer

**Self Employed** - Kolkata, India.

11/2020 - 06/2021

Worked as a freelancer in the field of Insurance selling post passing IRDA.

Also freelanced in data jobs by working from home.

Looked into family hotel business.

### Customer Service Executive (CSE)

**HSBC Electronic Data Processing India Pvt. Ltd** - Kolkata, India.

11/2005 - 11/2020

Worked as CSE in Uk Mortgage Service Centre (MSC) in varied verticals like **First Direct(FD) - Assessing/application, TPMI - Case creation, Underwriting & KYC, MSC - Redemption, Account closure and Valuation**, delivering comprehensive services and query resolution by data processing and over through call and email.

### **Additional Job Responsibilities**

Involved in sharing best practices and providing ideas to colleagues to sustain BAU (Business as usual) status, ensuring no quality misses and helped trainees to attain BAU on schedule, ensuring no misses on learning curve during training.

Maintained continual communication with the business area (Uk) for procedural changes and updates.

Accountable for feedback and resolution of complex customer queries.

Responsible for work allocation and completion within team ensuring that the process SLA is met at all times.

Initiate refresher training for members of the team to ensure that any knowledge gaps in the process stood negated.

Prepared training plans, delivered training and an Auditor, Monitoring individual and team performance and progress.

Subject Matter Expert for Redemption and Account Closure hence worked on different MI's.

Deputized for line manager on several occasions in line manager's absence.

### **Term Funding Scheme (TFS), Us Process**

Also known as taxpayers' financial services. Handled inbound US customer calls and kept them informed regarding the status of their tax returns in HSBC account.

### **Key Accolades in HSBC**

Awarded on several occasions on departmental and organizational platform for service performance.

Provided process improvement ideas regarding Automation and TAT.

Topped 4 Migrations (Assessing, YCGLBC, Redemption, and TFS) and 2 Cross Trainings (YCMONI & MTFRXY).

Member of the First Team involved in various Departmental Automation Transition.

Captain of HSBC rowing team (2009– 2020).

### **Family Business Management**

**Shree Jyoti Inn** - Digha, India.

05/1999 - 11/2005

A family-owned hotel near beach side in Digha, West Bengal, IND, where derivable included multi-functions as a receptionist, cash handler, scheduling reservations, housekeeping, stock and staff management, Kitchen order Tariff (KOT) management, Payroll management, maintaining hygiene and cleanliness over and through staff and various duties involved in hotel governance.

## **EDUCATION**

**Master of Management:** Management

**ICL Graduate Business School** - Auckland, NZ

Expected in 04/2025

**Bachelor of Arts:** English

**University of Calcutta** - Kolkata, India.

08/2009

## **PERSONAL INTEREST AND ACTIVITIES**

An athlete and expert in Rowing and Swimming.

Interested in Music and Movies.

## **REFERENCES**

Reference 1 and 2: Withheld, to be provided.