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| Profile |  | **JOYJEET DUTTA** EDUCATIONCalcutta Boys School 1990 - 2004  Achieved an average in ISC of 69% and 72% in ICSE.  Participated in sports activities and was a member of the cricket and football team for the school.  **South City College**  2004 - 2007  Graduate in BCOM Accountancy honors with an average of 51%. Was an active member of the Students Engagement Union and was responsible for organizing the yearly socials and all other extra-curricular activities like annual sports and other cultural activities. |
| Contact PHONE:  +91-9886401785  EMAIL:  maverikdutta@gail.com |  | WORK EXPERIENCEGTR Technologies PVT LimitedTeam Supervisor August 2019–July 2020    Responsible for handling 7 e commerce websites, including team management, work allocation, stakeholder management, website promotion through social media channels like Facebook, Pinterest etc, conducting monthly assessments of the team, achieving the targets set by stakeholders, achieving the revenue targets on monthly basis, uploading new products on the website. Earnst & YoungSenior Associate March 2017–July 2018  Responsible for handling external tax clients of the company, mainly handled clients from EMEA region, checking the final invoices that are billed by the clients, arranging regular calls with the clients as well as on shore partners to improve the process, streamlining the process, coordinating the work of the entire team. Australia New Zealand Bank(ANZ)Senior Secure Mail Consultant September 2013–January 2017  Retail banking process through secure mails, liaising with different departments of the bank like disputes credit cards mortgages and providing resolutions to the customers via secure mail channels,   ensuring allocation of work and ad-hoc requests, achieving team targets consistently, preparing productivity reports, improving process flow, introduction of automated tools to streamline processes, communicating and collaborating with all stakeholders, being a point of contact for all process related and non-process related issues in absence of managers.  **Hewlett Packard** **Technical**  **Support Analyst**  September 2012-September 2013  Working on SAP applications back end support to resolve issues for clients like IBM, TCS INFOSYS etc, responsible for systematic quality checks and analysis of data gathered, underwent training and implementation on extraction of monthly reports.  **HSBC Banking**  **Senior Cards Specialist**  September 2010-November 2011  Was part of core credit card operations team, Fraud investigations, Upselling, Statement Analysis.  **WIPRO**  **Senior Process Associate**  **July 2008- August 2010**  Was part of UHC Voice process, attended to incoming calls of customers, promoted to be a floor walk and helping the team on difficult calls, assisting the team leader with important tips on improving call quality and achieving good CSat scores. **SKILLS** |

Leadership and Team Management

Banking operations

Ecommerce Website operations

Customer Support

Escalations Management

Warehouse Management