

# Achin Paul

Kolkata, West Bengal

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+91-9163527593

Willing to relocate: Anywhere

## Work Experience

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### **Team Lead - Sales**

Fastinfo Legal Service - Kolkata, West Bengal

December 2020 to May 2021

I used to take care of the entire Sales (Outbound Telecalling) Edutech LOB of the company named as Fastinfo Class.

### **Sales Manager**

Whitehat Education Technology Pvt. Ltd. - Kolkata, West Bengal

October 2020 to December 2020

### **Training and Placement Manager**

Orion Edutech Pvt Ltd

August 2018 to January 2020

Job Description: -

- Responsible for corporate and industry tie- ups.
- Responsible for the overall placements of students.
- Responsible for conducting industrial visits and guest lectures.
- Acting as a bridge between the industry and the academia.
- Responsible for finding out vacancies and placing the relevant students.
- Responsible to conduct conferences and any training programs for the industry if need be.

### **Senior Analyst (Team Lead -Order Processing - U.S Mortgage)**

Past Company

August 2017 to July 2018

Job Description: -

- As a Senior Analyst, I am responsible for managing the complete life cycle of the order, starting from receiving the orders, assigning them to the composition team, monitoring the execution and ensuring that the end product is delivered in a timely manner with highest quality by the Team Member. Primary responsibilities include continuous interaction with the clients and the vendors based out of United States as well as QC of the Order Processed by the Team Member.
- Responsible for performing feasibility checks providing estimates with suggestions for projects that are current and in pipeline and properly interprets the client's requirements and track the order system.
- Compiling and sending the status and completion reports and holding status calls with the vendors.
- Prioritize the jobs according to the complexities and deadlines and ensure systematic distribution of work amongst the team.
- Client Dealt - FNMA, FHA, All US National Banks.

## **Partner Communication Manager**

Past Company - Kolkata, West Bengal

May 2016 to August 2016

Job Description: -

- Handling 3 team (IVR, SMS and Telecalling {Outbound Telesales}) for communicating information or updates to CAB Owner and driver.
- Successfully address customers' queries/complaints and evolving quick resolutions within minimum turnaround time followed by selling new offers to the existing as well as new customer.
- Business development and business improvement.
- New client acquisition along with existing client retention.
- Working as a Partner Communication Manager, handling team strength of 63 members.

## **Team Leader Operations (International Voice Process)**

WIPRO LTD - Kolkata, West Bengal

March 2010 to December 2015

Job Description: -

- Worked as a Technical Associate In HP process for 6 months& then 6 month in BRITISH TELECOM wherein get the chance to be promoted as SUBJECT MATTER EXPERT(L2)
- Worked as a Coach for the OJT (On Job Training) members in the same Process
- Successfully address customers' queries/complaints and evolving quick resolutions within minimum turnaround time
- Ensure that appropriate processes are maintained to manage and optimize process and providing suggestions regarding improvement of processes.
- Worked as a Team Leader handling team strength of 18 members responsible for selling various product and services followed by technical support through Outbound and Inbound calling.

## **Education**

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### **B.B.A**

Jiwaji University Gwalior - Gwalior, Madhya Pradesh

2009

METHODIST SCHOOL

### **C.I.C.S.E.**

ST JOHN's HIGH SCHOOL - Howrah, West Bengal

## **Skills / IT Skills**

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- Telecalling
- Telesales
- Technical-Troubleshooting
- Business Operations
- Relationship Management
- Team Management
- Strong Interpersonal Skills

- Liaison/ Coordination
- Training and Development COMPUTER PROFICIENCY MS OFFICE, Internet.CRM, CBS Date of Birth:  
24th February 1987