

SUTAPA CHAKRABORTY

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PROFESSIONAL SUMMARY

Strong in insurance sales with one year experience,long term team management skills, client base and highly motivated to develop strong and log term relationships with carriers. Senior Telesales Officer with experienced in insurance sector to upselling products and motivating sales team. Experienced with three years Office Assistant and reliable Package Handler in Pharmaceutical company with history of preparing packages for delivery in a safe and efficient manner. A commitment to excellent customer service, as well as the physical fitness required to successfully work as a Package Handler. To take a challenging role and apply skills to give an efficient and effective solution that would help the organization to achieve the desired goals.

SKILLS

- Data Entry
 - Customer Service
 - Consultative Sales Approach
 - Online Chat
 - Microsoft Office
 - Time management
 - Physical stamina
 - Quantity calculation
 - Product packing
 - Labeling
 - Box building
- Storage expertise
 - Scanning and sorting outgoing stock
 - Product displays
 - Shipping procedures
 - Sales
 - Proficient in computer skills
 - Documentation
 - Customer Management
 - Procedures Knowledge
 - Excellent communication and listening skills
 - Willing to work under pressure
 - Team oriented

WORK HISTORY

Mar 2010 - May 2011
Kolkata, India

- Senior Telesales and Customer Care Officer /** Net Ambit
- Strengthened customer relationships by listening to customer concerns and giving priority to service requirements.
 - Communicated with customers to identify needs and expectations.
 - Maintained and managed customer files and databases.
 - Collected customer information and analyzed customer needs to recommend potential products or services.
 - Provided excellent customer service by efficiently resolving issues and responding to inquiries.
 - Kept accurate records of all customer interactions and transactions.
 - Exhibited high energy and professionalism when dealing with clients and staff.
 - Excellent communication skills.
 - Contacting potential or existing clients inform them about a product or service using scripts.
 - Listening to the customers needs to generate sales.
 - Informing the customers of new products and their benefits.
 - Completed paperworks and close sale.
 - Reached out to customers after completed sales to suggest additional service or product purchases.

Oct 2007 - Feb 2010
Kolkata, India

- Office Assistant - Packing Supervisor /** N.S.Remedies Private Limited
- Interacted with clients or buyers by phone and email to provide products information.
 - Quick learner, a great attention to detail, great work ethics and excellent communication skills.
 - Completed the clerical tasks such as filing, copying and distributing mail.
 - After QC check products are Packing, Weighing, Labeling, Bar-coding and Scanning completed items for shipment or storage.
 - Sorted and placed materials or items on racks,shelves.
 - Properly using packaging materials, including hand tools, glues, carton and padding etc.
 - Recording information about each package.
 - All items make it safely to their destinations. Must securely seal each boxes.
 - Preparing products according to the requirements of foreign buyers.
 - Follow all company guidelines regarding packaging .
 - Identify and dispose of defective items.
 - Maintain a clean work area and observe all company safety standards.
 - Ordered office supplies and kept office stocked with needed resources to operate smoothly.
 - Responsible for the accuracy and completion of packaging batch records and various forms of paperwork in a timely manner.
 - Created purchase orders and tracked invoices to avoid missed or delayed shipments.
 - Purchased and maintained office supplies.
 - Kept office supplies well organized and sufficiently stocked, placing orders promptly to replenish materials before depleted.
 - Coordination with vendors for office equipments like air condition machine, water filter, xerox machine, computer and printer.
 - Supervision of pantry boy and housekeeping staff ans peons.

Feb 2021 - Dec 2022
Kolkata, India

- Pharmacy Assistant /** Gita Medical Hall
- Kept pharmacy counter and related areas clean, neat and organized.
 - Communicated instructions to patients or caregivers about proper use and storage of drugs.
 - Assisted pharmacist by filling prescriptions for customers and responding to patient questions regarding prescription and medication-specific issues.
 - Answered telephones and provided information about order status, store hours and pharmacy procedures.
 - Typed and printed out prescription and medication labels.
 - Operated cash register and performed front counter tasks to facilitate daily operations.
 - Restocked pharmacy shelves with supplies and medicines and ordered new items to avoid shortages.
 - Verified order information against computer database.
 - All databases are uploaded to the computer

EDUCATION

Kolkata

Bachelor Of Arts in History
Netaji Subhash Open University

ADDITIONAL INFORMATION

- National Certificate course in INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) Government Of India
- Diploma in MEDICAL LABORATORY TECHNOLOGY (MLT) course under West Bengal State Council of Technical Education