

Curriculum vitae

DEBAYAN MISRA

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PROFESSIONAL EXPERIENCE

Genpact- Process Associate (April 2022-Present)

- Supporting organization's outsource business
- Ensure smooth flow of operations and meet required SLA

BYJU'S - Business Development Associate (Feb 2022- March 2022)

- Calling Potential customer and converting them to premium users of the company's products.
- Counselling students and parents.
- Collect and process payments.
- Software used
 - Leadsquared
 - Ameyo
 - Order hive

BT -worked as a Customer Support Associate (Aug 2020- Jan 2022)

- 5 times employee of the month.
- Best performer in a contest.

- Software used
 - Oneview
 - Excallibur web
 - Compassplus
 - CDC

FTTP Connections

- Placing orders (Broadband & Line)
- Support on shore sales team
- Recover and repair issues in order
- Match and build address in system
- Resolve data integrity issues
- Chase supplier for development of new sites
- Follow up with suppliers to ensure timely delivery of orders
- Follow floor and process update to ensure smooth flow of order journey.
- Record keeping
- KCI Management
- Mentoring new hire about the process

EE Sales

One of the 10 candidates selected to support EE team for 3 months due to high business demand. The responsibilities were:

- Processing orders
- Processing payments
- Resolve billing issue
- Exchange support
- Record keeping and documentation of work

KEY POINTS

- 2 years' experience in Insurance sales (IRDAI Code holder).
- Selected as NEEM Trainee under LG Electronics Pvt Ltd.(Internship)
- Well versed in computer applications like MS Excel, MS Word and MS Power point.
- High leadership qualities and sound communication skills.
- 2 years+ experience in event management.
- Represented College and school football team as a captain.

EDUCATIONAL QUALIFICATION

SL NO.	EXAMINATION/UNIVERSITY	YEAR	MARKS OBTAINED	INSTITUTION
1.	BBA (MAKAUT)	2017-2020	7.31 DGPA	TECHNO INDIA COLLEGE OF TECHNOLOGY
2.	ISC	2017	78.5%	SALT LAKE POINT SCHOOL
3.	ICSE	2015	78.73%	SALT LAKE POINT SCHOOL

PERSONAL DOSSIER

Date of Birth : 10th September 1999

Father Name : Sanjay Misra

Gender and Nationality : Male & Indian

Language Skills : English, Hindi & Bengali

Interests : Sports, Travelling, Making Relationship

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