



Anindita Kundu

PERSONAL DETAILS

Current Location Kolkata
Date of Birth February 25, 1999
Sex Female

EDUCATION

Post-Graduation

Course Master Of Business Administration in (Human Resource Management)
College Amity University online
Score Pursuing

Graduation

Course B.Com (Commerce)
College Indira Gandhi National Open University (IGNOU), New Delhi
Score 54%

Schooling

	Class XII	Class X
Board Name	CISCE(ICSE/ISC)	CISCE(ICSE/ISC)
Medium	English	English
Year of Passing	2017	2015
Score	64%	68%

WORK EXPERIENCE

iLEAD Foundation | November 2023 - Present

- Front Office Executive:

- 1) Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries and record keeping.
- 2) Schedule interviews with HR Team.
- 3) Directs visitors by maintaining employee and department directories; giving instructions, ensure knowledge of staff movements in and out of organization provide best customer service.
- 4) Monitor visitor access, maintain security awareness, monitoring logbook.
- 5) Answer telephone and direct calls, take and relay messages, provide information to callers, deal with queries from the public and customers.
- 6) Provide general administrative and clerical support, prepare correspondence and documents.
- 7) Receive and sort mail / courier and deliveries.
- 8) Schedule appointments, maintain appointment diary either manually or electronically.
- 9) Organize conference, meeting room bookings, co-ordinate meetings.
- 10) Monitor and maintain office equipment, control inventory relevant to reception area.

Inter National Institute of Fashion Design (INIFD) | August 2023 - October 2023

- Operations Executive:

- 1) Handling student queries
- 2) Keeping good relationship with the parents and students, and coordinate with them.
- 3) Record keeping of the students
- 4) Reverting on E-mail
- 5) Provide knowledge to the students regarding the course fees and the procedure of the payments.

Wipro | January 2023 - July 2023

Process Associate:

- 1) Handling calls and chats of UK Clients
- 2) Record keeping.
- 3) Reverting on E-mail
- 4) Provide best customer service.

The Pacific Resort | January 2021 - January 2023

Front Office Executive:

- 1) Guest handling - Check in & Check Out
- 2) Guest Complaint handling.
- 3) Answering phone calls and checking reservations.
- 4) E- mail and call handling.

GET IN TOUCH!

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Linkedin:

www.linkedin.com/in/anindita-kundu-8b71a0175

SKILLS

- Reception
- Computer
- Office Assistance
- Front Office Management

LANGUAGES KNOWN

English (Both)
Hindi (Both)
Bengali (Spoken)

- 5) Keeping record of Guest.
- 6) Provide Great customer service.

**KZAR Corporate | November 2019
- March 2020**

Front Office Associate:

- 1) Guest handling - Check in & Check Out
- 2) Guest Complaint handling.
- 3) Answering phone calls and checking reservations.
- 4) E- mail and call handling.
- 5) Keeping record of Guest.

**Varsha Fashions | January 2019 -
September 2019**

Tele - Calling Executive:

- 1) Calling customers and briefly explaining them about the products.
- 2) Guest Complaint handling.
- 3) Answering phone calls.
- 4) E-mail and call handling.
- 5) Keeping record of guest.
- 6) Provide great customer service.

? Provide Great customer service.