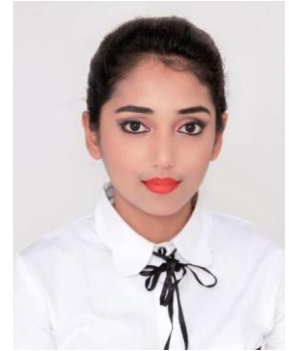


CURRICULUM VITAE.



ANINDITA KUNDU

Mobile Number-9330780941

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

Email-aninditaani1999@gmail.com

EDUCATIONAL QUALIFICATIONS:

Educational Details	University/Board	Year	Percentage
I.C.S.E.	Assembly Of ChristSchool	2015	68%
I.S.C.	Assembly Of ChristSchool	2017	64%

HIGHER QUALIFICATIONS:

- Completed Bachelor Of Commerce General (BCOM G) from Indira Gandhi National OpenUniversity (IGNOU).
- Pursuing Master in Business Administration (MBA) in Human Resources Management (HRM) from AMITY UNIVERSITY ONLINE.

EXPERIENCE:

1) Worked at **Varsha Fashions, 170A & 170B, Room No.-4 B2, 4th Floor, Chittranjan Avenue, Mahatma Gandhi Rd, Kolkata, West Bengal 700007** from 08/01/2019 to 08/09/2019.

Designation: Tele- Calling Executive

Key Responsibilities :

- Calling customers and briefly explaining about the products
- Guest Complaint handling.
- Answering phone calls.
- E- mail and call handling.
- Keeping record of Guest.
- Provide Great customer service.

2) Worked at **KZAR Corporate, P-16, CIT Rd, near Ramlila Maidan, Sealdah, SCHEME LV, Kolkata, West Bengal 700014** from 11/11/2019 to 16/03/2020.

Designation: Front Office Executive

Key Responsibilities :

- Guest handling - Check in & Check Out
- Guest Complaint handling.
- Answering phone calls and checking reservations.
- E- mail and call handling.
- Keeping record of Guest.
- Provide Great customer service.

3) Worked in **The Pacific Resort Dhuturdaha, P.S. Minakhan Malancha Road 3, North 24 Parganas, West Bengal 743425** from 11/01/2021 to 08/01/2023.

Designation: Front Office Executive

Key Responsibilities :

- Guest handling - Check in & Check Out
- Guest Complaint handling.
- Answering phone calls and checking reservations.
- E- mail and call handling.
- Keeping record of Guest.
- Provide Great customer service.

4) Worked at **WIPRO, Salt Lake City Sector 5-700091 Kolkata** from 13/01/2023 to 07/07/2023.

Designation: Process Executive (U.K Customer handling)

Key Responsibilities :

- Handling calls and chats of UK Clients
- Record keeping.
- Reverting on E-mail
- Provide best customer service.

5) Worked at **INIFD, SALT LAKE Block- DD-7, Near City Center 1, next to ILS Hospital, Kolkata, West Bengal 700064** from 01/08/2023 to 20/10/2023.

Designation: Operation Executive

Key Responsibilities :

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

6) Working at **iLEAD, 113 J Matheswartola Road, Near Axis Bank, Off Park Regency Hotel, Topsia, Kolkata, West Bengal 700046** from 21/11/2023.

Designation: Front Office Executive

Key Responsibilities :

- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries and record keeping.
- Schedule interviews with HR Team.
- Directs visitors by maintaining employee and department directories; giving instructions, ensure knowledge of staff movements in and out of organization provide best customer service.
- Monitor visitor access, maintain security awareness, monitoring logbook.
- Answer telephone and direct calls, take and relay messages, provide information to callers, deal with queries from the public and customers.
- Provide general administrative and clerical support, prepare correspondence and documents.
- Receive and sort mail / courier and deliveries.

- Schedule appointments, maintain appointment diary either manually or electronically.
- Organize conference, meeting room bookings, co-ordinate meetings.
- Monitor and maintain office equipment, control inventory relevant to reception area.

I do hereby declare that the above mentioned information are true to the best of my knowledge and belief.

DATE:

Place:

Signature

