***Permanent Address***

**Shibtala Fartabad Garia Near E.M.Bypass**

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**Rajib Das**

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| Objectives | To occupy a position in an organization which empowers its employees with the right kind of growth path for the right candidate. The job should challenge my professional knowledge, leadership, teamwork, communication and creative skills while contributing to the success and growth of the company. | | | |
| Working Experiences | * Worked in British Telecom PLC from April 2015 till October 2018 working in BT consumer process handling and fixing orders following up with openreach, BT wholesale and once the order is complete handling customer complains and sometimes offcomm complains as well. * Worked in **IBM DAKSH Services Pvt Ltd(Kolkata)** from November 2010 till March 2015 as a Senior Practitioner CRM Operations in NOC(Citrix server applications) supporting remotely customers in home service network troubleshooting also implementing accuracy with the help of tools like ***(Lean &Six Sigma)***. * Worked in ***DELL International Services*** (**Mohali**) from November-2009 till November 2010 as a ***Senior Technical Support Associate*** supporting ***Dell Laptops & Desktops .*** * Worked in ***Wipro Ltd(Kolkata)*** in ***HP Process*** from September 2008 till October 2009 as a Senior Associate Technical Support also doing upselling in REVGEN project. * Worked in ***Firstsource solutions(Kolkata)*** as a Customer Support Executive from October 2007 till July 2008 in an international calling process. | | | |
| Job Profile | * Working on Networking Platforms like Packetfront, Cisco,Huwaei ,MSAN malc, BLM gpon , also remotely supporting remotely customers in home service network troubleshooting. Working on tools like Siebel,Citrix applications * Identifying training needs, and evaluating effectiveness for the same. * Preparation of Time Plans, Schedules and ensuring the successful implementation of the same. * Maintenance of Records / Data in Computer Database files, * Developing team bonding and mentoring new joinees to work as a team and deliver the best within scheduled timelines. | | | |
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| * Graduation | * Bachelor of Science * BSC Pure Science | * Calcutta University | * 2002 | * D A College |
| * Higher Secondary | * Stream Science | * W.B.S.S.E | * 1999 | * D A College |
| * Secondary | * 10th Standard | * C.B.S.E | * 1997 | * B.D.Memorial Institute(Eng Medium) |
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| Professional Qualifications | * Done Basic Mountaineering course from National Institute of mountaineering & Allied sports(NIMAS) Dirang Arunachal Pradesh. * Certified Adventure travel escort under ministry of tourism,org by Indian Mountaineering foundation from HMI Darjeeling. * Diploma in Computer Hardware from E.C.I.T.(Dakshinapan Dhakuria a Govt of India Ent.) * Certificate in Information Technology (MS-Office incl Excel , Access ,Word ,Powerpoint Presentation) from NIIT. * Call Centre and BPO Certification from St Xaviers College | | | |
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| * Personal Details | Father’s Name : Sri Lakshman Das  Date of Birth : 28th December, 1979  Gender : Male  Languages Known : Bengali, English and Hindi  Nationality : Indian  Religion : Hindu | | | |