**Debojyoti Banerjee**

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To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organizational goals.

# Experiences Details

**FUSION BPO**

**March 2021- Aug 2023**

Joined as a Customer Support Executive and through IJP Promoted as a team Leader and looking after OYO SIG form 1 year as a Team Leader and OYO international from ⅕ Year.

**Maxicus by Kochar tech**

**Sep 2023- Ongoing**

Joined as a Senior Team leader in Swiggy Instamart.

# Key Responsibilities

* Maintaining a benchmark in terms of achieving goals set by the client and the process
* Always trying to be a performer by setting an example

# Basic Responsibilities

1. Internal & External CQ to be maintained > 85%.
2. To lay down training requirements based on the call monitoring.
3. Lead the team to the process described way to achieve goal to improve myself and the team as well.
4. Deliver CSAT target as per the client requirement.

# Key Responsibilities

* Maintain the basic KPI and KRA of the process like shrinkage, attrition.
* Driving to the set goals given by process.
* Maintain the basic hygiene of the process in the Client given way.

# Educational Qualifications

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| --- | --- | --- |
| **Qualifications** | **Board/University** | **Year of Passing** |
| Secondary Exam | W.B.B.S. E | 2015 |
| Intermediate (12​th​) | W.B.C.H.S. E | 2017 |
| Graduation (B.A.) | C.U | 2020 |

## Major Strength

* Goal oriented,
* Committed, hardworking and quick learner,
* Good communication skills.
* Good interpersonal skills.
* Good system knowledge.
* Team bonding (zero attrition from last 3 month)
* Client management
* MS-excel
* Advance MS-excel

# Personal details

Father's Name : Mr. Arup Banerjee

Date of Birth : 11th February 1999

Marital Status : Single

Hobbies : Listening Songs.

Language Known : Bengali, Hindi & English.

I declare that the information given above is true to the best of my knowledge.

Date: 20-Mar-2025

Place: Kolkata

**Debojyoti Banerjee**