

# CURRICULUM VITAE

**SURIT ROY**

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## OBJECTIVE

A position in an organization where I can make a long term contribution into the growth of the Organization and as well as my individual growth. Also looking for working in a challenging Environment and responsibility with an opportunity for growth success and learning.

## Work Experience

### **Organization: - Magicpin(Samast Technologies) Current Experience**

Designation: - Associate -Relationship Management (Account Manager-Merchant Support)

Duration: - December 2018 to till date.

**Position Description:** - The Account Manager is responsible for maintaining and developing their own Merchant portfolio, with a keen focus on account management, follow up leads and maximize the potential for growth of the company business. Also answer client queries and identify new business opportunities among existing customers. Makes sure clients receive requested products and services in a timely. Develops and maintains long-term relationships with accounts. Generate sales among client accounts, including upsetting and cross-selling. I have developed strong relationships with my clients and regularly exceeded quotas. Along with my trained business background, has allowed me to close deals effectively. In that I was also retaining merchant who does not want to work with Magicpin.

**The Roles:** - The role involves significant interaction via (phone calls, e-ticketing and e-mail) with our merchants. Associate Technical Support Analysts must be able to quickly identify and resolve technical problems, connection method errors, and payment processing problems through fundamental working knowledge and advanced troubleshooting techniques. This position entails assisting merchants with their payment gateway accounts, the position requires availability for possible overnight, weekday, weekend, and holiday work shifts.

**Responsibilities:** - The Merchant Support Associate will be Representatives taking inbound merchant requests through telephone calls, emails and chat sessions. Respond to incoming merchant requests by striving towards one call resolution, while addressing multiple merchant needs and following quality expectations. Create, edit and manage merchant cases using an internal ticketing system. Evaluate the nature of each call and determine the appropriate action to resolve the issue. Ability to handle and resolve escalated merchants concerns. Utilize collaboration across multiple teams, while displaying exceptional levels of professionalism on all interactions. Takes pride and fulfillment in assisting merchants on a daily basis. Submit daily reports on related activities to the operations team and managing them accordingly.

## INDUSTRIAL EXPOSURE

**Organization:** - Amplifon India Pvt. Limited.

Designation: - Sr. Customer Relation Executive(Marketing Department)

Duration: - December 2015 to December 2018.

**Roles & Responsibilities:** - Properly directed inbound calls in phone queues to improve call flow, Making outbound data base calls & co coordinating with the customers. Attending escalation calls apart from taking normal calls. Solving customer query through different channels such as emails and over telephone and also e-chat. Handling leads from Justdial.com and also from Indiamart.com through online portals and managing end to end business for the same. Submit daily reports on related activities to the operations team and managing them accordingly. Conveying the client requirements to the team with regards to the process. **Deals in hearing aid products & services.**

**Training Module :** - Providing training to the new Joiners and help them to understand the whole process how to generate leads from different online websites and also to solve queries as per the standard KOP.

## INDUSTRIAL EXPOSURE

**Organization:** - Navigant Technologies Private Limited

Designation: - Sr. Customer Care Executive

Duration: - October 2014 to December 2015.

**Roles & Responsibilities:** -

1. Escalate unresolved customer requests, pass on contact for all enquiries either by phone or email, for further investigation and clarification. Always choosing the best solution to solve a problem, and also following up to ensure proper resolution.

2. **Supervisory responsibilities** - Handling employee issues, managing workflow, send follow-up emails, getting feedback from staffs to provide a high level of support. Submit daily reports on related activities to the operations team.

**Organization:** - Navigant Technologies Private Limited

Designation: - Customer Care Executive

Duration: - May 2012 to 2014 October

**Responsibilities:** - Handling customers query, reporting and follow-up customer's problem to Junior Engineer, Assistant Engineer and Executive Engineer. Follow up to ensure that appropriate action has been taken on customer requests and complaints.

## PROFESSIONAL QUALIFICATIONS

M Sc in Mass Communication from NRAI School of Mass Communication Management and Technology, New Delhi (affiliated to Punjab Technical University).

## ACADEMIC QUALIFICATIONS

2007 Bachelor of Arts (B.A.) from Tripura (Central) University  
2004 12th from T.B.S.E, Tripura  
2002 10th from T.B.S.E, Tripura

## COMPUTER PROFICIENCY

Proficient in computer & internet tools.

## Strength

Hard working, strong determination, full devotion towards work, interacting with people at any Level.

## PERSONAL DETAILS

Date of Birth: - 20th December 1984  
Mother's Name: - Mrs. Mukul Roy  
Father's Name: - Mr. Pabitra Roy  
Sex: - Male  
Nationality: - Indian  
Religion: - Hindu  
Permanent Address: - South Mirzapur, Belonia, South Tripura -799155  
Hobby: - Online chatting with friends & listening to music  
**Languages Knows:** - Bengali, Hindi, English

## Declaration

I hereby declared above information given by me are true to the best of my knowledge and I can submit necessary documents as and when asked.

Date:

Place:

(Surit Roy)