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| **PRADIP KUMAR CHATTERJEE SENIOR MANAGER – LIAISON& ADMIN****PASSPORT NO. – W9263524 PASSPORT EXPIRY DATE - 09/01/2033****FIELD OF EXPERTISE**Administration AccountsHR Functions Operations Customer Relation Vendor ManagementTeam ManagerFirm Decision Maker**MOBILE**+91 9836970003**E-MAIL**cpradip.chatterjee@gmail.com**PERSONAL PROFILE****Date of Birth**20th February, 1972**Nationality**Indian **Marital Status** Married | **SUMMARY**A competent, result-oriented professional with over 25 years of experience in Administration, Accounts, HR Functions, Operations, Customer Relation, Vendor Management. Well versed in handling day today **Administrative and Accounting** activities in co-ordination with internal external customers for smooth business operations and able to handle a team. Seeking challenging assignment to learn and grow with the organization.**PROFESSIONAL TRAINING AND CERTIFICATIONS*** Certificate of Time Management & Prioritization.
* Certificate of Information Security in the workplace.

**EDUCATIONAL QUALIFICATION**B.Com Graduate ( Calcutta University)**PROFESSIONAL SNAPSHOT:**Saraswati Print Factory Pvt. Ltd. (Sanmarg Newspaper’s group of company), Manager – HR – August 2023 to till dateBhavika Commercial Pvt. Ltd., Sr. Manager-Liaison & Admin – October2022 to 31st July, 2023PAJ Construction, Senior Manager - September 2019 to October 2022Reliance Health Insurance Ltd., Area Marketing Manager - December2017 to August 2019.Pathfinder Higher Secondary Public School (For Group of School at Jodhpur Park, Durgapur and Siliguri), Coordinator Administration - May2015 to November 2017.Unnati Techmedia Pvt. Ltd., Manager Accounts - August 2014 to May 2015.DB Schenker (German MNC), Regional Manager Administration - August2011 to August 2014.Mani Group, Administration In-Charge with Mani’s Mall Management Co.Pvt. Ltd. - April 2008 to August 2011.Dey’s Medical Stores (Mfg) Co-operative Credit Society Ltd., Accounts Executive - October 1998 to April 2008. |

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| Father’s Name: Late Dilip Kumar Chatterjee Address: 116A, BallygungeGardens Kolkata – 700029West Bengal, India.**Languages Known*** English
* Hindi
* Bengali

**COMPUTER KNOWLEDGE**Microsoft Office, MicrosoftOutlook, Tally, SAP**STRENGTHS*** Strong Patience & SelfConfidence, good interaction abilities.
* Ability to demonstrate commitment and communicate professionally during stressful situations, maintaining composure and resolving problems effectively and positively.
* Manage multiple tasks,and able to handle anycritical situation within time-frame and accuracy.
* Good interpersonal skills, strong analytical capabilities.
 | **Areas of Expertise:****Administration:*** Efficiently managed end-to-end office administration
* Managed a large team for smooth daily Admin operation
* Liaising with the Govt. bodies, Legal authorities, Externalrelations and Internal relations
* Work as a helping hand of CMD of the company
* Conduct Higher Management meeting as a convener
* Presented data to management through various MIS reports andPower point presentations on weekly/monthly basis
* Vendor Management and procurement – Managed end-to- endvendor life-cycle, from on boarding till final invoice payment, performance evaluation, AMC, contract management
* Office documents organised both soft and hard copies are filed and documented department wise as well as project wise
* Cost optimization of paper, electricity, other resources - plan &periodic review
* Audit and documentation – Successfully managed internal & ISOaudits, as per organization requirement.
* Liaison with building and civil Authorities.
* Travel & Guest Management – Managing bookings for hotel, airticket, car; communication with guest
* Efficiently managed services of office stationeries, pest control,DG/gen-set, for multiple and remote locations
* Managed CUG Mobile connection, fuel consumption, localconveyance and car parking for employees
* Prepared of CAPEX from Admin Part for various high valueprocurements
* Ensured complete adherence to Safety & Compliances
* Asset management and Scrap Management
* Managed House Keeping and Security services through vendors
* Arranged and maintained office seating and furniture foroptimum utilization
* Organized significant office events, customer meets – venue,food, cost, activities & entertainment
* Meticulously maintained office petty cash
* Successfully delivered new warehouse and office set- up –Procurement of materials, new vendor development by evaluating their quality, rate and reference checks

**Human Resources:*** Recruits, interviews, hire, and trains new staff in the department.
* Oversees the daily work flow of the department.
* Provides constructive and timely performance evaluations.
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* Act as a bridge between management and employees
* Establish effective conflict resolution mechanisms and address employee concerns promptly
* Organise team building activities and engagement events to

boost morale

* Oversee employee benefits programs, ensuring competitiveness and compliance
* Managing retention and minimize the attrition of the employee
* Drive performance improvement plan where necessary
* Manage HR-Related documentation and ensure accuracy and confidentiality
* Handles discipline and termination of employees in accordance

with company policy.

* Managed databank for candidate applications
* Successfully conducted induction and on boarding process ofemployees
* Maintained personnel files
* Maintained & processed attendance & leave for payroll
* Ensured timely submission of EPF, ESIC

# Finance & Accounts:

* Managed Accounting functions starting from preparation ofvouchers, Journal Books, Cash Book, Ledger
* Prepared and maintained of statutory books of Accounts andBank
* Headed credit control and collection team successfully
* Reconciled statements and analysis of financial statements incompliance with terms and accuracy norms
* Managed payment collection from Business Associates andprepared relevant MIS report
* Calculation of honorarium of the part time teachers on the basisof their classes in every month
* Prepared monthly accruals statement

# Operational Management and Public Relations / Customer Support (including Corporate Clients)

* + Organized regular meetings with the management of all the bigcorporate houses who were in Mani Square mall and done different kind of negotiation related day to day activities
	+ Ensured smooth running of daily operations of establishment
	+ Managed customer service operations for rendering qualityservices
	+ Resolved customer complaints (including Corporate Clients) andqueries over emails and phone calls
	+ Coordinated with all Business Associates regarding dues andother issues
	+ Maintained database with all details of the Business Associates
	+ Efficiently managed movement of stocks/vehicles for optimumutilization and reduction of cost thereby