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| **PRADIP KUMAR CHATTERJEE SENIOR MANAGER – LIAISON& ADMIN**  **PASSPORT NO. – W9263524 PASSPORT EXPIRY DATE - 09/01/2033**  **FIELD OF EXPERTISE**  Administration Accounts  HR Functions Operations Customer Relation Vendor ManagementTeam Manager  Firm Decision Maker  **MOBILE**  +91 9836970003  **E-MAIL**  [cpradip.chatterjee@gmail.com](mailto: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 date  Bhavika Commercial Pvt. Ltd., Sr. Manager-Liaison & Admin – October2022 to 31st July, 2023  PAJ Construction, Senior Manager - September 2019 to October 2022  Reliance 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 – 700029  West 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. |

* 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