



Saptarsshi Bhattacharjee

Phone : + 91 - 7059745596

E- Mail: saptarshi.saturn@gmail.com

Passport No : T2231141

Experience in both product-based and service-based E-Commerce Platform and also entrepreneur organization ,experience in Big format retail and customer service.

PROFILE SUMMARY

- Competent professional with **7 years** of experience in **Retail, customer service, service based mobile application.**
- Capabilities in managing all aspects of Customer Relationship Management including product enhancements.
- An effective team leader, managing teams to work in sync with set parameters with organizational skills
- Identify and on-board great service professionals across categories.

KEY SKILLS

~ Retail Operations
~ Customer service

~ Business Development ~Team Management
~ Customer Relationship Management

ORGANISATIONAL EXPERIENCE

MUMUSO RETAIL (INDIA) (Store Manager)

Jan'23-till date

Role:

- Leading a team to maximize sale and conversion in store.
- Follow-up Store Sales and profit KPI and take actions accordingly to maximize results.
- Collaborating with internal teams in implementing in store activities and optimizing user experience
- Maintain focus guide to display for the product.
- Billing, MUMUSO CLUB membership enrollment.
- Develop and arrange promotional material and in-store displays.
- Motivate the sales team for achieving the target.
- Ensure store compliance with health and safety regulations.

Westside-Tata Retail Enterprise, Kolkata (Department Manager)

Aug'18-Dec'22

Role:

- Leading a team to maximize sale and conversion in store.
- Thoroughly following the current fashion and trends to suggest customers on new looks
- Follow-up Store Sales and profit KPI and take actions accordingly to maximize results
- Collaborating with internal teams in implementing in store activities and optimizing user experience
- Maintain focus guide to display for the product.
- Billing, West style Club membership paid enrollment.

Intellect Service Pvt Ltd Front Desk Executive

Oct'17-May'18

Role:

- Customer service
- Provide email and chat support to the customers
- Understood customers problems and do the needful accordingly
- Leading a team to maximize sale and conversion in store.

Role:

- Leading a team of 10 direct Frapperz employees and 10 internship students. Guiding them through their work, mentoring them for better and faster growth in their career.
- Contact our customers who have put in requests on Frapperz.
- Ensure customers get enough number of quotations from providers.
- Maintain customer/potential customer data base.
- Get ratings and reviews from the customer for providers, Provide email, chat support to customers.
- Identify and on-board great service professionals across categories.
- Interact with providers regularly to ensure active engagement on the platforms.

Right Shopping Pvt Ltd(www.rightflorist.com), Kolkata-West Bengal
Order Processing Executive

June'15- Jul16,

Role:

- Order processing
- Vendor Management
- Customer Service
- Shipping management

E D U C A T I O N

- Completed Sustainable Fashion certification from Coursera (affiliated by Copenhagen Business School)
- Completed Food & Beverage Management certification from Coursera (affiliated by Bocconi University)
- Completed Basic Swedish Language certification from Alison (affiliated by Lund University)
- MBA in Marketing from Pondicherry University, Kolkata in 2020
- B.Com. from Calcutta University, Kolkata in 2013
- Completed MS-Office course from NIIT

EXTRACURRICULAR ACTIVITIES

- Certification course in acting from NITS (Units of Delhi University)

P E R S O N A L D E T A I L S

Date of Birth: 06th Nov 1990
Languages Known: English, Bengali & Hindi
Permanent Address: A/90, Bapujinagar, p.o.- Regent Estate, Kolkata-700092