

# Shatabdi Sengupta



**Contact Details:** Mobile: (+) 91- 7810905345  
Email: shatabdi.sengupta3@gmail.com

**Experience:** 7+ yrs in Operations,HR & Admin,Student Counselling & Teaching,Inside Sales

**Education:** Post Graduate Programme (MBA) – HR & Marketing

**Language Proficiency** English, Hindi, Bengali

**Location:** Pune, Maharashtra

## Professional Dossier

- Dedicated and multi-faceted professional with over 7 years' experience in various roles including HR, Operations, Sales and Education, keen to develop with an organization where there are newer learning opportunities and space for one's creativity.
- Meticulous in approach and have an uncanny eye for seemingly irrelevant details, an empathetic listener and keen learner.
- Was recognized for exemplary customer service during stint with **Naturebeyond Pvt. Ltd.**, by both customer and employer.
- Feted with appreciation throughout coaching and training career by students who benefitted immensely from my methods.

## Career Summary

**IIAS School of Management,Siliguri:** Assistant Proffesor (BBA) & Student Counselor (May 2017- Nov 2017)

- Worked as a Professor of Business Communication, English Literature & Grammar. Role included preparing and training students for vivas, job interviews, personal etiquette and grooming and other such interactive sessions.

**Bright Academy School,Siliguri:** Operations & Admin & Para Teacher (June 2015- Sept 2016)

- Was part of the Administration Dept where role included dealing with parents/guardians and being part of PTA meetings, admission procedures & student transport co-ordinator and supervisor.

**Victoria Junction & Mall,Siliguri:** Senior HRM, Operations, Customer Relationship & Supervision (May 2014- Apr 2015)

- Headed the entire Human Resources team. Was involved in Staff Recruitment, Payroll, LTA, Appraisals and Increments, Employee Grievance Management, Staff Policies and Supervising.

**ISLLS, College Para, Siliguri:** Communicative English Faculty & Grooming Expert (June 2013- Apr 2014)

- Worked as English Grammar & Language Professor. Additionally responsible for Personality Development, Interactive Sessions and Group Discussions, Communication, Soft Skills development Grooming.

**Naturebeyond Pvt. Ltd., Siliguri:** Sales Executive, Customer Relationship & Crisis Management (Jul 2010- May 2013)

- It is a leading Tours & Travels company of North Eastern India. Responsible for target-based sales, Customer Grievance handling, guiding and communicating with guests through emails & phone calls on a constant basis.

**Intermittent experience of Personal Coaching through conducting tutorials for Communicative English & Grammar, Personality Development, Professional Skills and Etiquettes.**

## Training & Workshops

- Successfully completed a 10-day training program conducted by ICFAI NATIONAL COLLEGE, in BIG BAZAAR & PANTALOONS, Siliguri. Successfully conducted press conferences & various other promotional programs. Received working & Survey Certificates.
- Did various surveys, completed diverse training modules as a management trainee in some reputed companies in Siliguri. Have received training certificates for the same.

## Educational Credentials

MBA (HR & Marketing)	ICFAI National College, Siliguri	2008 – 2010
BA Arts (Mass Comm & Journalism)	Siliguri College	2005 – 2008
WBCHSE (Arts)	SGHS, Siliguri	2003 – 2005
WBBSE	SGHS, Siliguri	2003