

**CHULAMU LEPCHA**

E-Mail: contact.chulamu@gmail.com

0526915867/0545672227

A lady with pleasant personality, an innovative, efficient and a competent professional with more than 9 years of experience with superb communication and organization skill.

EXPERIENCE:**Presently working with VAITRANS as a cashier Team Leader**

Worked in UAE Exchange as a Cashier/Teller in different UAE exchange branch and upgraded as a Relationship Manager in Go Cash department Head Office UAE Exchange.

JOB PROFILE:

- Supervise and motivate customer service teams in order to maximize business performance.
- Generate sales leads by following communication procedures, guidelines and policies.
- Advice on company information.
- Go extra mile to engage customers.
- Build sustainable relationship of trust through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools.
- Identify and assess customers' need to achieve satisfaction.
- Recommend potential products or services to management by collecting customers' information and analyzing customers' need.
- Resolve customers' complaints via phone, email or social media.
- Assist with placement of orders, refunds or exchange.
- Handle complaints, provide appropriate solutions or alternatives within the time limits and follow up to ensure resolution.

1. ORGANISATION: **"CCARE"**

PERIOD: 2.5 yrs.

DESIGNATION: **OPERATION HEAD, SILIGURI**

JOB PROFILE:

- Recruit, Select, Train and Assign.
- Maintain healthy and sage work environment.

- Looking after business growth.
- Formulating strategy, improving performance and securing compliance.
- Maintain financial accounts.
- Monitor company's policies.
- Mentor team members, find way to increase quality of customer service and implements best practices across all levels
- Direct all operational aspects including customer service, human resources, administrative & sales.
- Organizing monthly meetings with different branches
- Designing and implementing **customer** retention campaigns.

ORGANISATION:

"KOHINOOR TECHNICAL INSTITUTE, BURDWAN"

PERIOD:

1 yr.

DESIGNATION:

BRANCH HEAD

JOB PROFILE:

- Developing marketing strategies.
- Assess local market conditions and identify current and prospective opportunities.
- Manage budget and allocate funds appropriately.
- Recruit, Select, Train and Assign.
- Taking feedback from branch staff.
- Share knowledge with other branches on effective practices.
- Interacting with students for their betterment.
- Organizing training for marketing executives.
- Taking care of the overall counseling department.
- Address customer and employee satisfaction issues promptly.
- Supervise branch staff & guiding newly appointed staff.
- Maintain branch reports.

2. ORGANISATION:

SIP ACADEMY, BURDWAN

PERIOD:

1 yr.

DESIGNATION:

BRANCH HEAD

JOB PROFILE:

- Developing marketing strategies.
- Maintain branch revenues.
- Handling recruitment.
- Interacting with students for their betterment.
- Developing training program for marketing executives.
- Looking after the product promotion through campaigns & exhibitions.
- Looking after lead generation & developing Branding strategies.
- Taking care of the overall counseling department.
- Supervising Branch staff & guiding newly appointed staff.
- Finding new ways of securing existing & potential customer.
- Taking care of customer retention rate in the Branch
- Maintain branch reports.

3. ORGANISATION: FRANKFINN AVIATION SERVICE PVT. LTD.
PERIOD: 4 years
DESIGNATION: # CIO (Customer interface officer- front office/Reception) promoted to Sr. Counselor

JOB PROFILE:

- Organizing career counseling program in different schools, colleges& universities.
- Supervising trainers for their best placement.
- Conducting parents' talk regarding their child growth.
- Use telephones and email to reach out to parents and find out their problems.
- Maintenance students' data base.
- Co-coordinate with faculties & helping them for students' best.
- Guiding Front office & Tele calling department.
- Guiding marketing department for product promotion in campaigns & exhibition.
- Maintain daily & monthly report activities.

EDUCATIONAL CREDENTIALS:

B.A. Hons (AIHC&A) from University of Kolkata (Visa Bharati University), India.

Relevant Coursework:

1 year Diploma in computer on: WINDOWS, DOS, MS-OFFICE (Word, Excel, power-point), Internet etc.

CERTIFICATES & AWARDED:

- Best leader for commanding school contingents.
- School captain (Head Girl).
- Group leader in Scout and Guide.
- Civil Defense trained.
- First – Aid trained.

FLUENT WITH: English, Hindi, Nepali and Bengali

INTEREST:

Listening to music,
Swimming,
Travelling new places
Internet surfing