








## PROFILE

To pursue a challenging career in sales & service industry.  
To work with intelligent people and bring out hidden qualities within me.  
Hard-working as computer operator with strong organizational skills. Achieves company goals through exceptional planning and prioritization.  
Committed manager with exceptional leadership, organizational skills and communication abilities leads high-performing cross-functional teams. Leads projects, company operations and business growth.  
Customer-oriented customer care executive with strong history of leading high-performance teams to meet or exceed objectives. Dedicated and hardworking with internal drive to deliver excellence.

## CONTACT

 Shantipur, West Bengal 741404  
 9614707071  
 i4u.ujjwalpao@gmail.com  
 WB51 2013 0048429  
 <https://www.linkedin.com/in/ujjwal-biswas-ub>

## HOBBIES

Playing DOTARA  
Singing and listening to music  
Photography  
Making friend & love to visit new place

# UJJWAL BISWAS

MIS EXECUTIVE & COMPUTER OPERATOR

## EDUCATION

### Santipur Municipal High School

Year of Passing 2004 Board/University W.B.B.S.E

Percentage Of Marks 74.12 %

### NSOU Graduated

N.S.O.U from Santipur college (G-04)

Percentage Of Marks 58.00 %

## WORK EXPERIENCE

### Mahindra and Mahindra Ltd. MIS executive

Jul 2009–till now

Oversaw timely and accurate generation of critical financial reports.

Assisted in the design of MIS systems, ensuring user-friendly interfaces.

To listen customer's complaints, service request as well as commissioning request, issuing docket no and forward it to dealer as per their areas (complaints, service request & commissioning request) are solved or not within SLA.

### Purba Gift Centre Mobile Shop Sales promoter

Jan 2020–May 2021

Mobile Phone salesperson (Lenovo Moto, Redmi, Realme and LG smartphone)

Demonstrated flexibility by promoting a range of products across different sectors.

### Ultratech Solutions pvt. ldt. Customer service manager

Jan 2019–Dec 2019

Raised company reputation with high-quality customer care.

Managed challenging situations to ensure customer satisfaction.

## SKILLS

### SKILLS

- Excel proficiency
- Good knowledge of Microsoft Office, especially excel and word features.
- Portal handle
- Data protection
- Project Management
- Strategic thinking
- Effective communication

### LANGUAGES

English

Intermediate