

PRITAM LAHIRI

LINGUISTICS, V&A AND SOFT SKILLS TRAINING, PR & COMMUNICATION

Translation, Transcription, Sub-titling, Editing, Content Writing, Public Relations & Media Communication, Language

ABOUT

Confident, skilled, and creative individual with over 6 years of distinguished performance in Translation, Transcription, Subtitling, Editing & Content Writing, Service Industry, Public Relation and Media Communication,. Pro-active, team player and tactical planner with exceptional work ethics and commitment to organizational objectives within a highly competitive and rapidly changing market place.

CONTACT INFORMATION

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QUALIFICATION

ACADEMIC

Bachelor of Science from Gauhati University in 2003

ADDITIONAL

Scored 8.5 score in IELTS in 2018

CORE STRENGTHS

Translation,
Transcription,
Subtitling,
Proof reading,

Content writing,
Content editing,
Quality analysis,
Varied domain experience,

AWARDS & HONOURS

One of the best debaters and quizzers of Guwahati.

Won the Best Literary Award in College Fest in 2003

Won the Best Debater Award in Inter University Debate Competition in 2003

Won numerous debate competitions at College and University level between 1997-2003

Won numerous Quiz Competitions at School, College and University level between 1994-2003

Won numerous awards as best sales agent in ICICI Onesource

LANGUAGES KNOWN

English, Hindi, Bengali & Assamese

ACADEMIC HISTORY

Passed HSLC from Pragjyotish English Medium High School with 63.77% marks in 1996

Passed HSC from Pandu College with 49.8% marks in 1998

Passed B.Sc from Pandu College with 45.6% marks in 2003

PROFESSIONAL EXPERIENCE

LINGUISTICS

01-03-2013 to Present

- Working in Bengali-English, Hindi-English and Assamese-English language pairs since 2013.
- Ranked as one of the top six translators in Bengali-English language pair in Translation Directory (non-paid member category).
- Currently working on a project for Google to update their translation engine.
- Done freelance translation, transcription, sub-titling and content writing for companies like Ansh Intertrade Pvt. Ltd., Braahmam Net Solutions Pvt. Ltd., Lyric Labs, Somya Translators, HSS Translations, Linguamart, Valuepoint Knowledgeworks Pvt. Ltd., Audio Bridge, Lingua World Services, Lingual Consultancy, Mind Work Creations and many more on varied domains like business, medical, sports, politics, banking, fiction, IT, agriculture, geography, films, animated series and legal.
- Over 1 million words translated till date in Bengali-English, and Hindi to English language pairs respectively.
- Translated text books for The National Council of Educational Research and Training (NCERT).
- Translated and reviewed publicity materials of State Bank of India and SBI Life Insurance.
- Translated bank audits for Agrani Bank, Bangladesh.
- Edited Novels, Magazines, Research Papers, Event Souvenirs, Editorials & Short Stories from Hindi to English, Bengali to English and Assamese to English for a publication house named Vicky Publishers.
- Written content in English for Magazines, Events, Press Releases, Citations and Award Ceremonies.
- Edited content for Magazines like North East Style & Byatikram.

- Edited content for Souvenir Issues of Gauhati University, North East Book Fair, Udalguri College and Bijni College.
- Written content for events like North East Book Fair, Byatikram Awards, Bhasha Sanskriti Milan Utsav, Swapnaneer (Real Estate Fair), Jayanta Bhuyan Memorial Lecture including presentations, press releases, citations, advertisement campaigns, radio jingles.
- Conceptualized events like Swapnaneer (Real Estate Fair), Maitri Utsav (A festival uniting different ethnic tribes), Pre Bihu Celebration, Agamani (Pre Durga Puja Celebration) & Scintilia (Inter School Fest).

NORTH EAST ECONOMIC DEVELOPMENT SOCIETY (needs) 18-01-2011 to 28-02-2013

REGIONAL MANAGER

Responsible for overall operations of the company. Led the management team to better align the marketing, sales, operations and administrative departments of the company which ran the campaign of providing goods to the public at discounted rates with their Customer Care Cards.

- Trained existing staff, hired additional business development executives and managed staff to increase productivity and effectiveness.
 - Redefined all departmental operational procedures to increase efficiency.
 - Initiated and developed new Partner relationships, providing strategic alliances and business opportunities.
 - Developed training modules to improve the team performance.
 - Acted as the lead presenter and drove the proposal presentation meetings.
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3 GLOBAL SERVICES, MUMBAI

22-07-2009 to 30-09-2010

SENIOR CUSTOMER SERVICE EXECUTIVE

Responsible for supporting and assisting new agents within the team, to deliver an error free quality call which involved solving all queries of our clients. Follow the Data Protection guidelines and Compliance Policies. Undertake duties at a similar, higher or lower level as required. Achieve and work towards the targets. Make full contribution to the team and department's overall performance.

- Mentored new agents in the team.
- Developed training modules to improve the team performance.
- Trained agents on newly launched products and monitored their performance.

J P MORGAN CHASE, MUMBAI

01-08-2007 to 31-03-2008

SENIOR FINANCIAL SERVICES ADVISOR

As a Senior Financial Services Advisor my primary job was to assist customers with managing their credit cards and sell optional paid services to our customers. Follow the Data Protection guidelines and Compliance Policies. Undertake duties at a similar, higher or lower level as required.

- Achieved best trainee award in training programme.
- Achieved Star in Transition award.
- Was one of the best performers across the floor.

ICICI ONE SOURCE LTD. MUMBAI

10-05-2005 to 31-07-2007

SENIOR CUSTOMER CARE OFFICER

As a Sr. CSO, my primary job was to deliver an error free quality call, which involved selling of the different products that ESURE (a UK based Insurance Company), had to offer its clients. Strategize feasible methodologies of implementing positive changes in existing system. Analysing the Areas of Improvement for the weaker agents and accordingly executing a Plan of Action and conducting training across the floor.

- Best sales representative for four months at a stretch.
- Contributed to the team and department's overall performance.
- Analyzed the Areas of Improvement for the weaker agents and accordingly executed Plan of Actions.

HERO ITES, GURGAON

01-07-2003 to 31-12-2003

CUSTOMER SERVICE EXECUTIVE

As a CSE my primary job was to deliver error free, quality calls, achieving all the Service Level Agreements, maintaining targets and monthly goals.

EASTERN TRADING COMPANY, GUWAHATI

01-04-2001 to 31-04-2003

SALES MANAGER

My primary job was to keep track of the transactions done with the retailers, fulfilment of monthly sales targets, preparing Customer Satisfaction chart, team building and motivation. Have been rewarded for achieving the referral targets.