**Arpita Majumder Nag**

**Mobile:** +91-9665778337/9284493397 ~ **E-Mail:** [nehaarpita5@gmail.com](mailto:nehaarpita5@gmail.com)

**AN OVERVIEW**

* A dynamic professional with **over 9 years** of experience in managing business development operations with key focus on sales of products and services.
* Experienced in consistently raising product acceptance & profitability.
* A keen planner & performer with experience in charting out sales strategies and contributing towards enhancing business volumes & growth and achieving revenue and profitability norms.
* Well versed with Retail Management, Consumer Behavior of Banking, Financial and Telecom Sector.
* An effective communicator with excellent interpersonal, customer relationship management.

**ORGANIZATIONAL SCAN**

**1. ING Vaishya Life Insurance Company Ltd.**

**Position Held: Customer Service Branch Banking, Administrative Desk**

**July, 2009 – April, 2010**

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**2. First Source Solution (on behalf of Vodafone)**

**Position Held: Customer Service Desk, Administration**

**May, 2010 - February, 2011**

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**3. Teamlease Services Pvt Ltd. (On behalf of ICICI Lombard)**

**Position held: Customer Service Branch Banking, TSO**

**May, 2011-January, 2012**

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**4. Tata Interactive Systems**

**Position held: Tata Edge Coordinator**

**(February 2012 – October 2014)**

**------------------------------------------------------------------------------------------------5. Apple Blossom School**

**Position Held: Administrative Head**

**(November 2014 – July 2016)**

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**6. English to Bengali and Bengali to English, Hindi to Bengali, English to Hindi**

**Position held: Freelancer Translator**

**(August 2015 – Present)**

**Key Deliverables:**

* Taking care of the business operations with focus on achieving predefined objective of the company.
* Handling customer centric operations and ensuring customer satisfaction by achieving service quality norms.

**ACADEMIC CREDENTIALS**

* B.Sc (Hons.) from Sorojini Naidu Collage for Women from State University in 2011
* Higher Secondary from Belgachia Monohar Academy, Kolkata in 2008
* Secondary from Rani Satarupa Balika Vidyalay, Kolkata in 2006
* Computer Experience-Software Skill-

Application Software-MS Office (Word, Excel, Power Point)

**BEYOND CURRICULUM**

* Took part in Music At School & College level

**PERSONAL DOSSIER**

Date of Birth : 25th June, 1989

Present Address : Flat No. 402, SIDBI Officers Apartments, Plot No. 11&12, Sector – 26, Vashi - 400703

Linguistic Abilities : English, Hindi and Bengali

Husband’s Name : Shri Soham Nag

Nationality : Indian

Religion : Hindu

Date : Signature: