**Joy Winjit Bala**

C/O- Parimal Bala. BF – 87 Rabindrapally, P.O Prafullakanan, Kolkata – 700101

Contact No**:** +9830325224Email**:** jemes.joy@gmail.com/joy.winjit@gmail.com

**Experience:**

**Freelancing Bengali Translator : 2017 to till date**

* Worked with CGS under TCS Mumbai branch . Translated Govt exam questions from English to Bengali and also worked as reviewer.
* Worked for Govt confidential project at Delhi. It was direct translation from english to bengali.
* Writing own story and poem for bengali news paper and magazine from my school days .

**Happydemic** (Mumbai) Jan 17 - Jul 17

Music curator and composer

It is a Live Music company owned by singer Shaan’s wife Radhika Mukherjee.

* Directly reporting to CEO Radhika Mukherjee as it independent job role.
* Composed own music for company branding and promotion.
* <https://www.youtube.com/watch?v=wNUXdmJMuqU>
* https://www.youtube.com/watch?v=Pppy1nXm\_eU

Composed song for singer Shaan.

Handling all activities to record, master and mix songs.

Programing music for the artist.

Research the artist activities for all client requirements

Taking Audition of new artist.

Spending creative time with all singers and lyricist.

**Mumbai Music Institute** Oct 2015 - Dec 2016

Corporate Manager

Handling full operational activities. It is included sales, marketing, digital marketing and student’s coordination.

Handling all kind of creative activities.

**OLA Cabs** (Bangalore) Jan 2015 - Aug 2015

Team Manager

Careful handled a team of 32 members.

Employee Motivation: Worked closely with groups and facilitated in conducting various FUN activities on the shop floor and also conducting outings.

Coaching & Counseling: By providing constructive feedback to the alignment in a timely manner, identifying training needs and execution of the same effectively.

Email to customer for fixing any issue and settled the escalation. Controlling all damage raised by deferent team.

Hand over lost and found things to customer hand to hand.

Handballed CEO level escalation directly.

**Aegis Global Bangalore**  Jul 2013 - Dec 2014

M&M CE ( UAE, DUBAI,)

Team Leader

Joined M&M CE Process as a Team Leader from July, 10th 2013

Handled an inbound/outbound team of 34 members

Employee Motivation: Worked closely with groups and facilitated in conducting various FUN activities on the floor and also conducting outings.

Coaching & Counseling: By providing constructive feedback to the alignment in a timely manner, identifying training needs and execution of the same effectively.

Grievance Redressal: Involves involvement with various functions (Operations, Infrastructure, and Technology) to close grievance in a timely manner.

Helping the managers in sending reports and closing on day to day requirements.

Preparing roster and attendance for the entire process according to the shrinkage targets

**Spanco BPO** (Kolkata ) Mar2010 – Jun 2013

RTL Customer Support

Team Leader

Joined Reliance Process as a Team Leader from March, 1st 2010

Careful handled an inbound team of 24 members.

Employee Motivation: Worked closely with groups and facilitated in conducting various FUN activities on the shop floor and also conducting outings.

Coaching & Counseling: By providing constructive feedback to the alignment in a timely manner, identifying training needs and execution of the same effectively.

Grievance Redressal: Involves involvement with various functions (Operations, Infrastructure, and Technology) to close grievance in a timely manner.

Helping the managers in sending reports and closing on day to day requirements.

Preparing roster and attendance for the entire process according to the shrinkage targets.

**Aegis Ltd.** (Kolkata) Mar 2008- Dec 2009

TTSL customer Support

CCE /Subject Matter Expert

 Joined TTSL Voice Process as a CCE on 8th March, 2008

**Job Profile**

Careful handled of corporate customers, HNI customers and VIP’s.

Cross-selling of postpaid connections to prepaid subscribers and other

Products within existing client database.

Explaining bills in details.

Worked as team co-coordinator which included maintaining of floor reports/ team reports.

Mentoring new joiners for their overall grooming and auditing them.

**Extra Curricular Activities**

 Member of **Aegis in-house Rock Band** which was awarded the PAN India best band in 2008

**Achievements**

Won the best CCE award in July 2008 for lowest AHT and highest quality

Awarded the **Team leader with 0% attrition** in Spanco BPO RNR for July 2011.

Awarded the **Team leader with 0% attrition** in AEGIS BPO RNR for Jan 2014.

**Personal Details**

Date of Birth: 11thMay, 1985

marital status : Single

Languages Known: English, Hindi and Bengali

**Qualifications**

SSC from bangur boy’s school with 67% marks (Kolkata)

HSCfrom Bidhan Nagar Govt School with 60% marks (Kolkata)

B.Sc IT from Sikkim Manipal University with 60% marks (Kolkata).

**Activities**

**MUSIC** – VISHARAD IN TABLA. Talent is occupied by other lather instruments like Drums, Dhol, Thumba, Congo, Bango, Triple etc. Childhood was classically trained and youth life was part of own rock band. Professional career is also being part of musical events and shows. Always be part of cultural program either Rabindra sangit or filmi nostalgic songs. Song lover in any language especially traditional folk, baul, Rajasthani or Punjabi. A performer who believes music does not have any language, it has only trends.

YouTube Link: 1. https://www.youtube.com/watch?v=F0r4mXGQNzE

 2. <https://www.youtube.com/watch?v=_1EQYPCY-TY>

 3. <https://www.youtube.com/watch?v=KMwBGRmpEP0>

**WRITINGS**:

 A dreamer for reader to unexpected finish in story, novel and poem. Script depends on producer’s choice understanding audience. Literature lover for any topic which inspired people. Dedicated to create any creation which will give small after a decade.

Bengali Poem blog sites: 1. <http://www.bangla-kobita.com/joyw/>

 2. http://www.tarunyo.com/joyw/blog/post20151126123601/