

SUCHANDRA KUNDU

ASSISTANT MANAGER

DETAILS

ADDRESS

Gurgaon, India

PHONE

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DATE OF BIRTH

10/02/2001

LINKS

LinkedIn

<https://www.linkedin.com/in/suchandra-kundu-6a3523227/>

SKILLS

Communication Skills

Customer Service

Team Management

Project Management

Data Interpretation

CRM Implementation

Technical Support

Operation Management

LANGUAGES

English

Hindi

Bengali

PROFILE

Driven professional seeking a challenging role in an industrial environment to leverage my knowledge and skills in enhancing organizational productivity and driving operational excellence.

EMPLOYMENT HISTORY

Assistant Manager of Service, Sparsa Digital PVT LTD

Gurgaon

Apr 2024 – Present

- Led the end-to-end setup of the ERP/ CRM system, including enhancements to the and applications through close coordination with the development team.
- Analyzed and managed ticketing processes for CRM and ERP systems, ensuring efficient issue tracking, resolution, and escalation to maintain seamless system performance.
- Delivered comprehensive ERP/CRM training programs for both support and field enabling proficient use of the platform across departments.
- Performed manual testing for CRM and field-force applications, ensuring data accuracy, system integrity, and optimal report flow.
- Managed the telecalling team, provided regular training, and monitored their Performance to ensure targets were met effectively also Conducted audits of field Visits across PAN India using the CRM system

Technical Support Executive, Eazy ERP Technology PVT LTD

Gurgaon

Dec 2021 – Oct 2023

- Responsible for coordinating between clients and the technical team of Eazy DMS & SFA to deploy new requirements and customizations, ensuring seamless integration and alignment with client needs.
- Proactively identify opportunities for process improvement and optimization within DMS and SFA systems, leading to enhanced efficiency and productivity for clients and their distributor network.
- Direct involvement in onboarding new clients with Eazy DMS, working closely with the sales team to understand client requirements, provide technical guidance, and facilitate a smooth transition onto the DMS platform.

EDUCATION

Bachelor of Computer Application, Brainware University

Kolkata

Aug 2019 – Feb 2022

COURSES

Google Business Intelligence, Coursera

Mar 2024 – Sep 2024