



**PANKAJ DEY**

**G/O-Lt.Gopendra Dutta and Lt.Nikhil Roy**

**GOVINDPURI KALKAJI, NEW DELHI-110019**

**LANDMARK-BABA FATEH SINGH MARG, NEARBY  
AGGARWAL SWEET CENTRE**

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#### **Career Objective:-**

**To make best use of existing technical skills,  
communication skills and academic achievements  
enabling further personal as well as professional  
development**

#### **SKILLS AND STRENGTHS:-**

- Self-Disciplined
- Good Communication Skills
- Time Management
- Result and Goal Oriented
- Technical knowledge-MS Office ,WPS Office, Open Office, Libra Office , TeamViewer ,Ammyy Admin and Live Admin Chat
- Able to work 24\*7(day and night shift) for both voice and non-voice process or blended process

#### **Experience:-**

- Home Credit India Pvt Ltd,Delhi NCR (Nov 2014-Sept 2016)
- Concentrix Daksh India Pvt Ltd,Delhi NCR (Oct 2016-Oct 2018)
- Wipro Ltd,Delhi NCR (Dec 2018-July 2020)
- Policybazaar Insurance Brokers Private Limited (Feb 2021-July 2021)

#### **Academic:-**

- PGDM (Marketing and HR), MERI, Guru Gobind Singh Indraprastha University, Delhi – 1<sup>st</sup> Div
- B.A. (Education honors), City College of Arts and Commerce, Nagaland University, Nagaland – 2<sup>nd</sup> Div
- Higher Secondary, M.G.M.Hr.Sec.School, Nagaland Board, Nagaland -2<sup>nd</sup> Div
- Matriculation, M.G.M.Hr.Sec.School, Nagaland Board, Nagaland-3<sup>rd</sup> Div

#### **Achievements:-**

- Received awards in form of certificate ,gifts/goods and cash for achievements like best SME, 100% FCR FTR, lowest repeat, 100% quality, shift adherence, extra miler, 100% retention, highest OT, lowest AHT, constant performer, no absenteeism and other achievements during internship and experience.
- Wrote books-(1) Once an alcohol drinker and never again; (2) The Saved Dogs; (3) ABCD of Languages ; (4) Bollywood actress Vimi and others since Dec 2019.
- Was one of Top-10 topper of Nagaland University 2008-2011 batch result in B.A. (Education honors).

