

MONIDEEPA GHOSH

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KEY ACHIEVEMENTS

- Developed new organizational practices by implementing new ideas and systems in Aakash Educational Services Ltd.
 - Devising report formats, universally practiced by all centers
 - Student motivation & Counseling on a daily basis
 - Graphic representation of students performance
- Received Employee of the Month award for best performance amongst all IBM Locations nationally where JCI manages facility
- Independent handling of the centre at Zee Interactive Learning System in the absence of a Centre Manager (February 2003 to September 2003) as a counselor

PROFFESIONAL PROFILE

Aakash Educational Services Ltd.

Designation: Centre Manager

Period: February 2006 onwards

Summary of major accountabilities:

- Overall management of administration, academics, finances and human resource
- Generation of revenue as a profit centre head
- Overseeing daily center operations and coordinate center activities through assigned staff, prioritize and delegate work activities.
- Prepare periodic reports, financial statements and records
- Design, develop and recommend new programs and activities relating to student development.
- Evaluate center activities for effectiveness to develop improved methods
- Devise evaluation methodology, implement and analyze results and takes appropriate action.
- Imparting training to counselors and students on a regular basis
- Overseeing the upkeep of the centre related to infrastructure
- Keeping a close track of the students performance and thereby motivating and counseling the students for improved results

Wipro Spectramind Services Ltd.

Designation: Associate: Technical Support

Period: October 11, 2004 to January 2006

Summary of major accountabilities:

- Troubleshooting for DELL Computers by handling inbound calls

- Handling all Hardware related customer queries and resolving them within a scheduled time frame
- Customer care and Customer satisfaction in the process

Johnson Controls (India) Pvt Ltd – Facility Provider to IBM

Designation: Executive - Administration

Period: November 14, 2003 to October 9, 2004

Summary of major accountabilities:

- Handling Customer calls at the Facilities Desk and resolving issues within committed time frame
- Responsible for detailed arrangement and co ordination of conferences & Client Visits of IBM
- Single point of contact for tracking and updation of the various facilities related activities
- Execute jobs as assigned by Verticals
- Generate reports as per the established / desired format
- Responsible for all matters relating to CLA/CLC activities.

Zee Interactive Learning Systems Ltd.

Designation: Senior Counsellor

Period: December 2001 to October 2003

Summary of major accountabilities:

- Advanced Software counseling to prospective students
- Maintain, Create and Update the database of students & Institutions
- Responsible for organizing presentation to various institutions with inputs from senior faculty
- Sort out and solve problems of any students on a daily basis regarding any aspect of ZILS

PERSONAL PROFILE:

Professional Qualifications:

- Post Graduate Diploma in Industrial Relations & Personnel Management, Session 1997 – 1998
- Diploma in Computer Studies from BITS, Kolkata 1998
- Executive Course in Talent Management from XLRI, Jamshedpur, 2017
- Green Belt Certification – Global Career Counselling from Univariety, Singapore , 2017

Education:

Bachelor of Arts (English Hons.), Calcutta University – 1997, ISC – 1993, ICSE – 1991

PERSONAL INTEREST:

Painting, Reading and listening to music

