

SUKANYA ROY

Kolkata | West Bengal | 9051355405 | sookanyaroy2000@gmail.com

OBJECTIVE

With previous experience in Customer Relationship Management, portfolio management, and sales strategies, I worked as an apprentice at ICICI Bank under the National Apprenticeship Training Scheme (NATS). During this period, I cultivated strong customer relationships, delivered tailored banking solutions, and managed front desk operations with adept communication skills and business strategies.

I recently completed a Job Simulation Project on Client Services provided by Bloomberg, where I completed a job simulation acting as a hypothetical Bloomberg Customer Support team member, created a task management schedule by using the Eisenhower Matrix to prioritize tasks, conducted a Root Cause Analysis enabling a client to make better use of a variety of Bloomberg Terminal features, as well as de-escalated and solved challenging customer issues.

I am further looking for an advanced role with greater responsibilities to accelerate my career growth while strategically applying my skills and knowledge.

EXPERIENCE

Apprentice – Sales strategies and operations

ICICI Bank Ltd | Kolkata

Mar 2024 – Mar 2025

- Gained hands-on experience in sales strategies and operations, with in-depth knowledge of banking products and services.
 - Managed a diverse client base, resolving queries and offering tailored solutions, contributing to a 10% increase in customer satisfaction.
 - Generated new leads and met monthly targets through up-selling and cross-selling of financial products.
 - Onboarded and managed client accounts, ensuring customer retention and business continuity.
-

EDUCATION

Bachelor of Arts (BA) – Sociology Hons.

Shri Shikshayatan College | Kolkata

Sept 2020 - Sept 2023

CGPA: 7.99

Higher Secondary (CBSE)

Birla Bharati

2017-2019

Grade: 83.4%

SKILLS

- MS Word, MS Excel, PowerPoint
- Time Management, Adaptability, and Teamwork
- Detail-oriented, Fast Learning and Problem-Solving Ability
- Task Management, Conflict Resolution, Business Resiliency

ACTIVITIES

College Representative– National Accreditation and Assessment Council (NAAC)

Facilitated communication between NAAC leaders and college authorities during the accreditation process

CERTIFICATIONS

- Certificate of Achievement– Communication Skills (TCS iON)
 - Six Sigma White Belt Certification (Council for Six Sigma Certification)
 - Certificate of Completion - Bloomberg Client Service Job Simulation (Forage)
 - Certificate of Completion – Microsoft Excel (Udemy)
-

HONOURS AND AWARDS

- Certificate of Excellence – Shri Shikshayatan College
- Certificate of Merit for securing Grade A and above in Sociology (Hons) – Shri Shikshayatan College
- Certificate of Merit for highest CGPA in Sociology (Hons) – Shri Shikshayatan College