

Julekha Sultana Mallick

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Seeking a dynamic work environment that fosters professional growth and success, where I can effectively apply my skills and knowledge.

Professional Experience

Dealskart Online Services pvt.ltd.
Store Optometrist

08/2021

Dealskart Online Services pvt. ltd.
Store Manager

10/2023

Education

Vidyasagar College of Optometry and Vision Science,MAKAUT
Bachelor of Clinical Optometry - 8.76

West Bengal Council of Higher Secondary Education
Higher Secondary - 69%

West Bengal Board of Secondary Education
Secondary - 69%

Internship Program

- I have done my internship from B. R. Singh Railway Hospital, during Aug 2020 to July 2021

Key Skills

- Team management & Leadership skills.
- Data driven Optimization.
- Proactively identify customer friction point, resulting in improvement in Net Promoter Score.
- Established robust procedures to ensure 100% operational compliance.
- Due diligence and KYC
- Audit and compliance
- Managed the end-to-end customer experience portfolio.
- Quality assurance & compliance oversight

Interests

- Watching movies and series
- Cooking
- Reading books