

SRINJAN GHOSH

PROCESS ASSOCIATE

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EMAIL | srinjan88@gmail.com

LOCATION | Kolkata, INDIA

EXPERIENCE | 1 Year 04 Months

Key Skills

- Data Analysis
- Document Management
- Consultant Coordination
- Project Management
- Digital Marketing
- Team Coordination

Languages

- English
- Bengali
- Hindi

Hobbies

- Cricket
- Cooking

Profile Summary

Dynamic professional with experience as a Process Associate and Web Consultant, adept at blending operational efficiency with digital expertise. Possesses a strong track record in streamlining processes, enhancing customer satisfaction, and driving digital transformation initiatives. Skilled in leveraging technology to achieve business goals. Proven ability to manage projects, collaborate across teams, and deliver solutions that meet client objectives and exceed expectations. Equipped with strong analytical skills to interpret data and implement actionable insights for continuous improvement.

Work Experience

Process Associate

Marble-Box Solutions LLP

05/2022 - 04/2023

- Supervise all US Insurance transactions to ensure compliance with quality regulations and maintain strong client relationships.
- Record all transactions on a weekly basis and compile metrics from various associates to prepare reports.
- Oversee data entry operations to ensure adherence to timelines.
- Collaborate with team members to achieve objectives and goals.
- Analyze client issues and provide effective resolutions.

Web Consultant

Ivan Infotech

- Advised clients on web development strategies to enhance online presence and achieve business objectives.
- Conducted comprehensive website audits and provided actionable recommendations for improvement in usability, SEO, and conversion rates.
- Designed and implemented custom web solutions tailored to client specifications, ensuring compatibility across platforms and devices.
- Collaborated with cross-functional teams including designers, developers, and marketers to deliver integrated digital solutions.
- Managed multiple client projects simultaneously, adhering to timelines and budget constraints while maintaining high-quality standards.
- Conducted training sessions for clients on website management, content updates, and best practices in digital marketing.
- Implemented analytics tools to track website performance and user behavior, interpreting data to drive continuous optimization efforts.
- Stayed current with industry trends and best practices in web technologies, advising clients on emerging opportunities and threats.

Internship

Bharat Sanchar Nigam Limited (BSNL), 5 Weeks

- Assisted in the design and testing of next-generation telecommunications systems, focusing on improving network efficiency and reliability.
- Conducted research and analysis on emerging technologies such as 5G, GSM, and Advanced switching, contributing to the development of innovative solutions.
- Collaborated with senior engineers to troubleshoot network issues and optimize performance through proactive monitoring and analysis.

Education

**B.Tech/B.E. -
Electronics/Telecommunication**

2019

Narula Institute of Technology, Kolkata

Grade - 6.97/10

12th

2015

West Bengal , Bengali / Bangla

Grade - 75-79.9%

10th

2013

West Bengal , Bengali / Bangla

Grade - 80-84.9%