

# Abijeet Roy

Krinshnasura Path, Nizara pur  
Sundarbari, Guwahati Assam, Pin: 781014.

 <https://www.linkedin.com/in/abijeetroy/>

 [Official.mr.a.roy@gmail.com](mailto:Official.mr.a.roy@gmail.com)

 940-245-6856

## About Me

My career has provided me with experience in customer relationship & recruiting for various industries and competencies, which includes placing executive-level candidates with a high-touch approach. I am a highly enthusiastic, personable, and adaptable senior talent professional with over 4 years of experience in a variety of industries.

I have also been responsible for leading teams to achieve company project objectives. This included developing, presenting, and following through on recruitment and operation strategies.

## Education

Course	Institute	Grade
<b>B.E</b> Computer Science & Engineering	<b>Sri Nandhanam College of Engineering and Technology</b> , Tiruppattur, Tamil Nadu.	Second Division
<b>Diploma JEE</b> Computer Science & Engineering	<b>Rajiv Gandhi Government Polytechnic</b> , Itanagar, Arunachal Pradesh.	First Division
<b>HSLC</b> Class X (CBSE)	<b>Kendriya Vidyalaya</b> , Along, Arunachal Pradesh.	Second Division

## Professional Qualifications and Affiliations

### Full Time-

- Working as an Escalation associate at Startek Aegis.
- Worked as a Phone Banking Officer at ICICI Bank.
- Worked as a Sales Executive at Nuance for Xfinity.
- Worked as Technical Support Engineer at Convergys.

### Internships -

- Intern as a Recruiter at JBR Pvt.Ltd.
- Intern as an Operation assistance at Borjhar Sports Club.
- Intern as a Business development associate at BAIP.
- Intern as a Placement Coordinator at Antwak.
- Intern as a Talent acquisition at Workex.

## Work Experience

May 2017 – July 2018

**Technical Support Engineer Level-2 Convergys Pvt. Ltd** — Bengaluru, KARNATAKA

- Provided hardware/software/network problem diagnosis/resolution.
- Installed software, configured and tested packages, analyzed the functionality of peripheral appendages.
- Analyses and provide root cause analysis for application failure. Assist external users of the client's technical products or services; identify, investigate, research, and provide resolution to user questions and problems.
- Provide Level 2 Remote Desktop support and resolve the issue and if required escalate to the higher support level.

August 2018 – March 2019

**Sales Specialist- Nuance Transcription Services India Pvt Ltd** — Bengaluru, KARNATAKA

- Worked collaboratively with team members to drive service initiatives, achieve sales goals, and increase feedback scores.
- Applied excellent communication skills and ability to establish rapport to close sales and meet targets
- Educated users on different products and product care.
- Achieved sales goals and service targets by leveraging interpersonal communication skills and product knowledge to cultivate and secure new customer relationships.

Feb 2021 – July 2021.

**Phone Banking Officer- ICICI Bank** — Guwahati, ASSAM

- Credit Card relationship officer.
- Assisting Bank with Credit Liability services.
- Up selling bank services, educating process and services

October 2021 – Currently

**Escalation Management Associate - Startek Aegis**— Lucknow, Uttar Pradesh

- Identifying, initiating, and analyzing the process of escalation in any organization, based on the criteria that have already been specified by the company.
- Linking the task of escalation with incident records, identifying the most suitable service providers, and finding customer management services for the qualified tasks.
- Establishing the most accurate expectations from the process of escalation and enforcing some relief to the customers who had escalated the issues.
- Initiating an escalation process according to the incident management process which includes all senior authorities and also asking them for their support if there is a need for that.
- Updating and having a process of maintaining the escalation records. This should include updating the same information in the management data, and also reviewing and adjusting the issues accordingly.

## Internship

May 2019 – Oct 2020

**Process Trainer – JBR Pvt Ltd** — Guwahati, ASSAM

- In charge of improving workforce skills and making companies more competitive.
- Assessing employee skill levels, identifying training needs, making sure training goals align with corporate objectives, and creating development programs.
- Training aptitudes, communication and interpersonal skills, analytical thinking, and computer competencies.
- Created, refined, and delivered new hire on-boarding program across global centers.

Oct 2020 – Feb 2021

**Operation assistance - Borjhar Sports Club** — Guwahati, ASSAM

- Brainstorming and implementing event plans and concepts.
- Handling logistics, updating senior management.
- Managing branding and communication.
- Interacting with the local print media to build relationships that are of meaningful collaborations during events.
- Supervising Digital marketing campaigns for weekly campaigns
- Developing event feedback surveys along with obtaining permits.

September 2021 – October

**Business Development Associate-BAIP** — Mumbai, Maharashtra

- Continuously develop business knowledge of company and departmental objectives, industry and key corporate challenges, and current market dynamics.
- Accurately track and report recruitment activity data to support staffing metrics.
- Develop a broad professional network of top talent and build deep pipelines

September 2021 – October

**Talent Accusation - Recruiter- Workex** — Bengaluru, KARNATAKA

- Develop strategies to source, attract, recruit, and select high-quality candidates against defined criteria for multiple professional disciplines.
- Collaborate with Hiring Managers and HR Partners to develop a strong understanding of the culture, business strategy, and talent profiles to deliver on the hiring needs of the business.
- Conduct in-depth screens and assess potential candidates for the level of interest, qualifications, and compensation requirements.
- Use innovative sourcing channels to convert hard-to-find passive talent including social media, resume mining, diversity resources, and networking.

August 2021 – October

**Placement Coordinator-Antwak** — Bengaluru, KARNATAKA

- Build a network of TA/HR professionals seeking talent in emerging tech domains
- Research on talent requirements, skillset expectations, and general profile requirements.
- Coordinate between talent grooming team and TA/HR to ensure ever-improving talent requirements
- Mentor teammates for lead generation, reach out, and conversion.
- Own strategy development and implementation for growth of AntWak's B2B network.

## Languages

- English
- Hindi
- Assamese
- Bengali
- Tamil

## Personal Interests

- Networking, Public Speaking.
- Indoor games: Badminton, Weight Lifting, Table tennis.
- Adventure Sports, Hiking, Cycling.

## Personal Details

Father's Name: Shri. Subhash Chandra Roy      Marital Status: Married  
Birthday : October 29, 1992      Nationality : Indian  
Gender : Male.

## Declaration

I, Abijeet Roy, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.



ABIJEET ROY

Guwahati, Assam.