



# SUDIP MITRA

VIRTUAL ASSISTANT

*I am Sudip Mitra an IT Professional and Virtual Assistant" Overall 21 years with 12 years+ experience as Virtual Assistant handling and providing various online services to clients across different industries and countries with proven documents and also reference checks. I have a strong grip in Administrative, Customer service, and Admin/backend management. I provide my services remotely to contribute growth to any organization/company & achieving success through hard work and I prefer to maintain a long-term business relationship.*

## CONTACT

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## PROFILE

**Why Will You Hire Me:** I properly prioritize many projects to enhance productivity and thrive in high-pressure situations as I work efficiently with colleagues to achieve common goals and my coworkers can count on me to keep commitments. I approach issues with the goal of finding positive solutions to ensure that jobs are executed according to the guidelines. I constantly endeavor to surpass expectations as I efficiently allocate my time for balance multiple responsibilities. I am committed to providing productive results within time. Working with me will help you to save many hours weekly by offloading your workload to provide high quality output while maintaining utmost confidentiality, so you can have more leisure time to spend with friends and family. You will also gain a partner who is trustworthy, goal driven, and tech savvy and someone who sees to it that all work is done to the best of my abilities.

**My Personal Qualities:** Confident, Self Motivated, Creative, Innovative, Organized, Flexible and eager to learn more. To stay updated through Time Management.

**My Experience:** Overall, 21 years as I worked for ICICI Bank as RCU/FCU Officer (Risk/Fraud Contentment Unit) for 3 years and then shifted to International BPO/Call Centre as Customer Sales/Support Executive – promoted to Team Leader – Trainer cum call coach, Quality check – Manager (part of the company management). Started working as a Freelancer for international clients for Travels, Telecom, Service providers, etc. 12 years+ experienced as Virtual Assistant - Management Ecommerce/Specialized services or MOTO (Mail or Telephone orders), Support (Chat/Email), MIS, Data entry, Admin/Backend, Email/Calendar Management etc.

**My Skills:** Tech Savvy with Microsoft, G-Suite, Written & Verbal Communication, Management, Administrative, Supervising, Coordinating, Organizing and Implementing.

**My Personal Strength:** 3 C's & D's (Commitment, Consistency, Confidence & Discipline, Determination, Dedication.)

### Pursued and Certifications:

Infosys's Retail/Ecommerce Industry and Capital Market  
Google Cyber Security Foundation and Analytics for Beginners  
Meta Small Business Academy Skilling  
WordPress Website building  
Introduction to SEO