



## CURRICULUM VITAE

Name : SWARUP LILAC  
Address : PEYTON SAHI, BUXI BAZAR,  
CUTTACK-753001(ODISHA)  
Contact No : 9938172233, 9937090184  
E-mail id : [lilack.swaroup@gmail.com](mailto:lilack.swaroup@gmail.com)  
Total Experience : 12 Years

## ACADEMIC QUALIFICATION

Examination passed	Name of the Board/University	Year of passing	Total Marks	Mark Secured	% of Mark	Rank
H.S.E	Board of Secondary Education, Orissa	2005	750	416	55.47	2nd
+2 Arts	Council of Higher Secondary Education, Orissa	2007	900	419	46.56	3rd
+3 Arts with Distinction in Economics Honors	Utkal University	2010	1800	950	53	2nd

## EXTRA CURRICULUM ACTIVITIES:

**COMPUTER LITERACY:** Completed Diploma in Computer Application with typing speed of 35 words per minute with B Grade from Royal Computer in 2006

## **WORK EXPERIENCE**

**1. Now working as a MIS Executive in NOKIA India Pvt. Ltd (Under the Distributer) From September 2020 to till date.**

- Data analysis & Reporting
- Billing and payout analysis
- Stock handling, receiving and forward to the dispatch area
- Preparing target vs achievement report of the employee
- Keep a record of sales and restock the store accordingly
- Preparing E-way bill

**2. Worked as MIS Executive in Airtel India Pvt. Ltd (Under the Distributer) from January 2013 to August 2020.**

- Data analysis and Reporting
- To make FSE outstanding from the market
- Stock handling and receiving
- Preparing target vs achievement report of the employee
- Any new scheme from the company I will receive and give to the market for distribution.

**3. Worked as Front Office Executive for 1 year in M/S Mayur Biscuit Company Pvt. Ltd. From September 2011 to December 2012.**

- Handling customer complains
- Updating files and records
- Answering phone calls & forwarding calls to respective departments

- Scheduling and confirming appointments, meetings and events
- Copying, scanning and filling documents

#### **4. Worked as Customer Service Associate (CSA) for 1 year in First Source Solution India Pvt. Ltd from July 2010 August 2011**

- Attending training session to grow product knowledge
- To develop customer service skills
- Processing and logging incoming calls into the CRM system
- Identifying customer needs
- Contacting customers to give them accurate feedback on the progress of their inquires

### **STRENGTH**

As a Youngman with good family background. I have included the timeless qualities of sincerity, honesty, and dedication to duties with a definite objective in life; I believe that success in life follows sincere efforts in any profession.

## **PERSONAL DETAILS**

NAME : SWARUP LILAC  
FATHER'S NAME : RABIN CHANDRA LILACK  
DATE OF BIRTH : 13<sup>TH</sup> NOV 1989  
SEX : MALE  
MARITAL STATUS : MARRIED  
NATIONALITY : INDIAN  
STATE : ODISHA  
LANGUAGES KNOWN : ORIYA, HINDI, AND ENGLISH  
RELIGION : CHRISTIAN  
PERMANENT ADDRESS : AT- PEYTON SAHI, BUXI BAZAR,  
CUTTACK- 753001  
PRESENT ADDRESS : SAME AS ABOVE  
CATEGORY : GENERAL

## **DECLARATION**

I hereby declare that all the statements furnished in the Bio-data are true and correct.

Signature