



SUBHAM BHATTACHARJEE



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Apcar Gardens, Asansol, West
Bengal, India

EDUCATION

**Bharatiya Vidya
Bhavan**

PGDM

2019-2021

**Asansol Engineering
College**

BBA

2016-2019

**DAV Public School
Class 12th**

2016

**DAV Public School
Class 10th**

2014

SKILLS/EXPERTISE

- Problem Solving
- Attention to Detail & Team management
- Time Management Skills
- Timely Delivery of Projects
- Microsoft Office (Advance Excel, Word & PowerPoint)
- Tableau

WORK EXPERIENCE

Eskag Sanjeevani Pvt Ltd

02/2025 - Present

Coordinator - Administration & Business Development

- Oversee daily operations of the Centre, ensuring smooth patient flow, resource allocation, and compliance with hospital protocols to maintain high standards of care and efficiency.
- Develop and manage partnerships with hospitals, doctors, and healthcare professionals to strengthen referral networks, increase patient footfall, and enhance collaboration for better treatment accessibility.
- Handle patient coordination and service management by assisting with financial concerns, guiding them through medical procedures, and ensuring a positive experience through proactive support and communication.
- Drive business development initiatives by identifying opportunities to expand dialysis services, implementing strategies to optimize operational efficiency, and working on process improvements to enhance patient outcomes.
- Supervise administrative functions, including regulatory documentation, procurement of medical supplies, and compliance with healthcare standards, while ensuring smooth coordination between hospital departments.

Flipkart

07/2024 - 10/2024

Key Account Manager

- Oversaw the entire order fulfilment process, including inventory management, logistics coordination, and last-mile delivery, ensuring seamless operations and minimal delays.
- Identified bottlenecks in supply chain and warehouse operations, implemented process enhancements, and reduced turnaround time to improve service quality and operational efficiency.
- Collaborated with internal teams (logistics, procurement, customer support) and external partners (suppliers, couriers) to streamline workflows and maintain service level agreements (SLAs).
- Tracked key operational metrics such as order accuracy, fulfilment rates, and customer satisfaction, preparing detailed reports for process improvements and business growth.

LANGUAGE

- English
- Hindi
- Bengali

HOBBY

- Travelling
- Listening to Music

Brandsapes Worldwide

11/2021 – 05/2023

Data Analyst

- Conducted in-depth data analysis using statistical tools to extract meaningful insights on market trends, consumer behaviour, and business performance. Designed and executed research methodologies, including survey analysis and competitive benchmarking.
- Developed comprehensive reports, dashboards, and presentations using Excel & Tableau to communicate data-driven recommendations to clients. Translated complex datasets into actionable insights for business growth.
- Collaborated with clients across industries to understand key business challenges, delivering customized research solutions that informed marketing strategies, product positioning, and market entry plans.
- Monitored market dynamics, industry trends, and competitor strategies to identify business opportunities and risks. Provided insights that shaped go-to-market strategies and improved decision-making.

Ceasefire Industries

06/2021 – 10/2021

Customer Service Representative

- To reach out to SMEs, institutions and corporates to understand their fire safety needs and proposing them appropriate firefighting solutions & assisting in fulfilment of customer orders placed in person, via email, online and by telephone.
- Built rapport with customers through courteous and professional communications and also served as point of escalation for complex customer issues, capturing timely resolution to drive client retention.
- Performed well at quality assurance evaluations by continuously actioning performance feedback to drive personal improvement for Establishing, Developing and Maintaining business relationship with prospective customers in the assigned territory to generate business.

CERTIFICATION

- Certificate in Health Administration & Management
- Microsoft Excel Advanced Certification
- Hadoop Developer Professional Certificate