



SUSEN DUTTA

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Professional Summary: -

Hard working Social Work Graduate with proven track record of 11 years into leadership, business development, organizational crisis & communication management, staff training & development, seeking to apply my skills and expertise to a managerial position in your esteemed organization.

Skills & competencies -

- Business Development
- Complaint problem-solving
- Strategic thinking
- Building relationship
- Client relationship strategies including client assessment and analysis
- Stakeholder relationship management / Stakeholder meeting
- Trend analysis expertise including client assessment & analysis
- Excellent writing including report writing, public speaking and strong verbal communication
- Crisis management
- Team Leadership / Leadership & staff development / Team liaison
- Conflict resolution & counseling
- Interpersonal & written communication
- Risk management processes and analysis

Employment History:

Current organization: **Uttrayan Financial Services Pvt. Ltd.**

Designation: **Relationship Manager (Crisis, Communication, PR & Training)**

Dates: **21st December, 17- till present**

Location: **Kolkata, Head Office**

About the organization: UFSPL is a registered NBFC-MFI providing comprehensive financial solution to the people who are deprived from mainstream financial services through formal sources/ channels. Uttrayan Works for alleviation of poverty through economic intervention and social empowerment of the underprivileged class of the society.

Job Role and Responsibilities:

- Coordinating all public relations activities
- Impart staff training at PAN India Level

- To build up a strong industry network during these years, increase awareness and develop an enviable corporate image by developing and executing effective communication.
- Maintain a keen understanding of industry trends affecting clients and make appropriate recommendations regarding communication strategy surrounding them
- Exceptional writing and editing, preparing reports, minutes etc. and so on
- Event planning and execution, developing and implementing PR strategies;
- Communicate and build up rapport with different level staff & colleagues to strengthen organization functioning.
- Liaising with, and answering enquiries from different bankers, RBI, Industry Association & individuals and other organizations, often via telephone and email
- Maintaining and updating information on the organization's website
- Managing the PR aspect of a potential crisis situation (For example; AASU incidents has been tackle very diplomatically in Guwahati during 2019)
- Developed region specific action plans arising out of Uttrayan overall action plan
- Developed and maintained close relationship with the state administration, political leaders to influence local policies. Also develop and maintain close relationship with the local offices of the Reserve Bank, NABARD, SIDBI, commercial banks, other developmental institutions and stakeholders.
- Regular interaction with HR & Operation, visit to different branches of Uttrayan in order to keep the head office updated on issues and concerns
- Sometimes attended state forum meetings of MFIN, Sa-Dhan, AMFI-WB, OSAFII in different states, participating in different meeting, workshop, Sa-Dhan, MFIN and local bodies meeting.
- Supporting programmes / interventions of Uttrayan at pan India level.
- Assisting in Grievance Redressal and dispute resolution.
- Organizing and conducting different kind of meeting, seminar, and training.
- Maintain liaison with different MFI and their heads mainly in the states of West Bengal, Assam, Odhisa, Bihar, Meghalaya, Sikkim etc.
- Visiting different branches of Uttrayan, including field visit when required
- The ability to explain complex information clearly and simply
- Used to meet different stakeholder in the state like Punjab, Uttrakhand, Rajasthan, Sikkim, Meghalaya, Odhisa, Bihar, Assam & WB where UFSPL has its outreach. Like SP, DM, DSP, Additional SP, Police commissioner, Minister Secretariat, gram panchayat, Municipal Corporation, election commission office etc when required.
- Conducting College campus recruitment & accelerate the process of recruitment drive in association with the HR.

Organizational experience no II.

Association of Micro Finance Institutions – West Bengal (AMFI - WB)

Designation: **Program Assistant (Secretariat)**

Dates: **15.07.2013 – 21.11. 2017**

Location: **Salt Lake, Kolkata**

About the organization: Association of Microfinance Institutions – West Bengal (AMFI-WB) was founded as a self-regulatory body in 2006. Objective of this association was to bring under its umbrella all Community Microfinance organizations that have their presence in West

Bengal. Its Mission is to build a field of community development finance in West Bengal to help its members to serve their target clients, particularly women from poor families, in both rural and urban areas in pursuit of establishing stable livelihoods.

Job role & responsibilities:

- Organizing and conducting monthly meetings of AMFI – WB
 - Maintain liaison with the 35 microfinance institutions, Banks and Governing Bodies for activities related to the progress of MF industry
 - Organizing conferences, seminars, trainings and workshop
 - Organizing and conducting MFI District level Coordination Meetings
 - Monthly data compilation of all the member organization to be kept and when required to be shared with Coordinator
 - Extracting data from the members as per direction by Coordinator
 - Visiting the AMFI-WB member organization including field when required
 - Participate & Facilitate Block, District and State level AMFI-WB meeting, training, Seminar, Workshop etc and so on as per requirement and plan
 - Maintain entire book of accounts of AMFI-WB
 - Maintaining Cheque book & pass book
 - Preparing Budget and getting it approved by the board
 - Maintaining AMFI-WB membership subscription register
 - Maintain all kinds of registers of AMFI-WB
 - E-mail to member organization and stakeholders of AMFI-WB
 - Monitor member organization about code of conduct as per guidance of Coordinator
 - Organize district and block level MFI Coordination meeting as well as organize district level stakeholders meeting in regular basis.
 - Interaction and meeting with different government officials, banking officials, politicians etc and so on
 - Prepare all kind of report, minutes through computer with the guidance of AMFI-WB Coordinator
 - Collection of Industry news and mailing it to members after consultation with coordination
 - Maintenance of AMFI – WB site and also content writing
- Maintaining administrative details of staff of AMFI – WB

Organizational experience no III:

CALCUTTA KIDS TRUST (www.calcuttakids.org)

Designation: “**Program Coordinator**”

Dates: **18.03.2010 – 28.05.2013**

Location: **Project area- Pilkhana, Fakirbagan, Nandi Bagan at Howrah**

About the organization: Calcutta Kids are working for the empowerment of the poorest children, and expecting mother in the underserved slums in and around Kolkata by increasing their access to health and

nutrition services, providing health information and encouraging positive health- changing behaviors. Primary objective is to initiate community based programme that advanced the promotion and delivery of good health care, medical advocacy and health education. Worked as a **“Program Coordinator”** Calcutta Kids has received a grant from the World Bank’s Development Marketplace to establish a Diarrhea Treatment Center to efficiently and effectively treat diarrhea primarily using Oral Rehydration Solution (ORS) and providing behavioral change communication.

Responsibilities:

- Well conversant with the concept, prevention assessment and Treatment of Diarrhea.
- Work in close co-ordination with Calcutta Kids Trust Field Associate , Nurses & community health workers
- Knowledge of DTC database
- Encourage and motivate mothers to become change agents while paying off treatment costs for their child’s treatment by disseminating what they’ve learnt to friends and neighbors’ in the presence of a Community Health Workers within two weeks of discharge.
- Monitor the Behavioral Change Communication (BCC) sessions with mothers / caretakers both at the clinic and at the homes.
- Maintaining accounts
- Bring any discrepancy in Clinical ,BCC data to the notice of project manager immediately;
- Making field visits for follow up at times
- Monitor the effectiveness of daily cleaning by sanitation staff, waste sterilization and water purification efforts
- Participate in the creation of a plan for the provision of safe water to patients, their family, staff & waste treatment
- Estimate the supply needs of the clinic and create the requisite clinical budget

Educational background:

- ❖ Bachelor of Social Work (B.S.W) from IGNOU
- ❖ Higher Secondary from West Bengal Council of Higher Secondary Education (WBCHSC)
- ❖ Secondary from West Bengal Board of secondary Education (WBBSE)

Certification:

Certification Course in Computer MEDIA PROFESSIONAL from **Zed Career Academy** (Jadavpur University affiliated).

Software knowledge:-

Windows 7, Windoows-10, MS Word, excel & PowerPoint
Basic networking & internet
Basic knowledge of Tally

Accomplishment:

Training & seminar attended-

- *Attended 4th National Seminar on Micro- Finance issues & challenges at BIRD Lucknow, on 16-17 October, 2015.*
- *Participated in “Training of Trainers on Effective Communication Skill” for capacity enhancement and up gradation of Training Professional in Micro Finance Sector, which was organized & conducted by Association of Micro finance Institutions-West Bengal.*
- *Participated in “Training of Trainers on Risk Management and Delinquency Management” in dispensation of Microcredit for poverty Alleviation, which was organized by Association of Micro finance Institution- West Bengal and conducted by Grameen Trust India.*
- *Participated in Training of Trainers on “Leadership Development Skills”, which was organized & conducted by Association of Microfinance Institutions-West Bengal.*
- *Attended “HR workshop on legal issues” during 17th June, 2016 which was organized by AMFI-WB..*
- *Attended 2nd Odhisa State Financial Inclusion Conclave-2019, organized by OSAFII which was held at Bhubaneswar on 1st of March, 2019.*
- *Participated in Sa-Dhan National Conference, 2019 at India Habitat Centre New Delhi where chief guest and speaker was Dr. Muhammad Yunus.*
- *Participated in 5th Eastern India Microfinance Summit on 18th December, 2019 at the Lalit, Kolkata, which was organized by Association of Microfinance Institutions- West Bengal.*

Also participated in series of Banking summit & Banking colloquium organized by ICC & CII in different cities.

Additional Information:

Major Achievements-

- ❖ **Met Shri Sarvananda Sonowal, Chief Minister of Assam** during August, 2019 to handover the CSR donation in Assam Chief Minister Relief Fund for the financial assistance of the victims in devastating flood in Assam.
- ❖ **Met with the secretariat at “Prime Minister National Relief Fund” at New Delhi** during 2019, as Utrayan Contributed a hefty amount in PMNRF last year.

- ❖ Met different stakeholder (DM, SP, Addl SP, DSP, CP, ACP, Minister Secretariat, and SHG Minister, Lead Bank Manager) at district level in the state of **Rajasthan, Assam, West Bengal, Punjab, Uttrakhand, Bihar, Sikkim, Meghalaya** to share about different microfinance issues and challenges.
- ❖ Met with RBI GM-DNBS, in different states to discuss about state level issues.

Personal Details:

Permanent Address: 145, Barasat Road, Barrack pore, Kolkata-700122
 Date of Birth: 20th February, 1982
 Religion: Hindu
 Marital Status: Married
 Driving License No: WB23201201 63609

Language Proficiency:

- ✓ Bengali – Can Speak, read & write
- ✓ Hindi- Can Speak, read (Upper intermediate)
- ✓ English- Can speak read & write
- ✓ Oriya- Can speak & understand (Elementary)
- ✓ Assamese- Can read, speak & understand (Elementary)

Areas of interest:

- Women Empowerment
- Livelihood and Entrepreneurship (Including Microfinance)
- Public Health
- Child Right & Education

Current Salary: 5, 00,000 /- Annum

Expected Salary: 5, 75,000/- Annum

References:

| Name, Designation, Organization | Contact No |
|---|-------------------|
| Mr. Asit Kr. Mitra, CEO, AMFI-WB | 9007508415 |
| Mr. Narendra Nayek, CEO, OSAFII | 9777293407 |
| Mr. Souvik Saha, Deputy Vice-President, Sa-Dhan | 9830300383 |

Strength: Perfection, Honesty, Self reliance & Hard work