Jayanto Das

Possess nearly 15 years of experience: **Sr. Administration | Operation Manager | Customer Success Manager | Team Leader**

Performance-driven Professional in pursuit of challenging and enriching managerial assignments in Management/ Administration with an organization of high repute

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CORE COMPETENCIES

- Office Management
- Vendor Management
- Travel Management
- ClientIssue Resolved
- Event Management
- Back-End Operations & Administration
- Client Relationship Management

SOFT SKILLS



PROFILE SUMMARY

- **15 Year** experience in Backend Operations, Documents Management, Checking & Verifications, Financial Operations, Client Relationship Management and People Management, Customer Issue Resolved.
- Currently associated with **RNB Global University** as **Sr. Administration** in Registrar office.
- Played a key role in supervising and managing operational planning and development and directing the day-to-day work in the University.
- Created various MIS reports and ensured that all documents that go to the controlled document systems are adherent to the prescribed norms.
- **ERP Manage**: - Crate Students profiles, Fee receipts, Manage Timetable, Manage Faculty id's, manage students email id.
- Liaised with cross-functional departments and vendors for monitoring the day-to-day Administration Management
- Excellent communication & interpersonal skills with strong analytical,team building, problem-solving and organizational potential.

CAREER TIMELINE

Aug'2019 till date — **RNB Global University, Bikaner**

Sept'19 – July'10 — **Study Base (Pal IT Services Pvt. Ltd.) Jaipur**

Dec'2008 – June2006 — **Sagar Saral Services Pvt. Ltd.) Bikaner Unit of NSDL -**

Skills:

- Strong organizational and project management skills.
- Excellent communication and interpersonal abilities.
- Proficient in data analysis and reporting tools.
- Ability to lead cross-functional teams and work collaboratively.
- Knowledge of educational policies and regulatory frameworks is a plus.
- Strategic Planning and Implementation Skills
- Problem-Solving and Critical Thinking Skills

WORK EXPERIENCE

Since Aug'19 with RNB Global University

Sr. Administration

About RNB:- The RNB Global University **NAAC Accreditation B++** has been established by act no 20 of 2015 passed by the Rajasthan Vidhan Sabha and notified by state of Rajasthan on 27/04/2015. The degrees which will be awarded by RNB Global University would be recognized by University Grants Commission (UGC).

At RNB Global University, we understand the indispensable role technology plays in education. The University campus is endowed with uninterrupted internet access to assist learning in the most effective manner through.

Administration Duties:

- Managing operations for processing and monitoring day-to-day office operations
- Maintaining facilities & infrastructure of the organization including all kinds of operational logistics, services transport,communication, vendor development, front office set up, inventory, security & housekeeping facilities, etc.
- Handling vendor management and negotiations for ensuring long-term cost-effective contracts
- Help in preparing tendering processes like preparing tender documents, tender bidding, checking status of the tenders,submitting any discrepancy as an when required etc.
- Assisting the higher management of other departments in preparing the reports and coordination work as per therequirement
- Combining multi-disciplinary experience with the hands-on approach in charting out business strategies andcontributing towards enhancing business volumes & growth and achieving profitability norms
- Students Manage in ERP (Powered by TCS).
- Students Timetable and Fee Management.
- Working in Registrar office, and handling students end to end process From Admission to withdrawal.
- Student's files manage, Students document collection.

- **As a Nodal Officer in the National Agricultural Development (NAD)** program, I manage the organization and upload of university degrees and mark sheets, ensuring that all documentation is accurate and complies with regulatory standards. I oversee student ABC accounts, maintaining up-to-date records and facilitating user access while addressing inquiries and resolving issues
- **As a Nodal Officer for the SJE and Raj Kishan portals**, I manage student scholarship applications by overseeing the submission, verification, and processing of scholarship data, ensuring compliance with eligibility criteria and regulatory standards.

July'2010 – Aug'19 with StudyBase (Pal IT Services Pvt Ltd.)
Operation Manager

Key Result Areas:

- Resolve customer complaints via phone, email, and mail.
- All Finance and Back Office work handle in Organization.
- Handle team and get business reports from them.
- Responsible for creating policies and procedures for their staff.
- To ensure customers receive excellent and consistent service it is vital that all employees provide the same types of assistance and handle issues in similar manners.
- The hiring and training of staff and oversees software support staff.
- Manages department budget to ensure goals are met.
- Establishes and maintains relationships with software development.
- Provides advanced troubleshooting skills to resolve technical problems. Research, reports and corrects any quality assurance issues.
- Typically reports to the head of a unit/department.
- Manages subordinate staff in the day-to-day performance of their jobs. Ensures that project/department milestones/goals are met and adhering to approved budgets. Has full authority for personnel actions. Extensive knowledge of departmental processes.

June'2006 – Dec'2008 Sagar Saral Services Pvt. Ltd. (Unit Of NSDL) -Computer Operator Bikaner

- Maintain record of Pen Card and TDS form
- Give training on how to create pan cards.
- Handle 5 people.
- Handle customers and guide them how to feel pan form.
- Send MIS report to shell ltd Mumbai.

EDUCATION

- **2014** — M.com (Business Administration) From Maharaja Ganga Singh University
- **2010** — MBA (Finance & Marketing) From Rajasthan Technical University, Kota
- **2008** — B. Com, Maharaja Ganga Singh University, Bikaner
- **2005** — Senior Secondary Education (RBSE)
- **2003** — Secondary Education (RBSE)

Publication :-

"Building Brand Trust Through Quality An In-depth Analysis of Consumer Perceptions" (Research Paper) In international Journal of Culture Studies and Social Science ISSN:- 2347-4777 (UGC Care) Dec 2023.

"Consumer Protection in Indian E-commerce Challenges, Regulations, and Emerging Trends" (Research Paper) in Humanities and Social Science Studies ISSN: - 2319-829X (UGC Care) Dec 2023.

"The Impact of social media on Marketing: A Comprehensive Analysis of Marketing Research Trends" (Research Paper) In Maru Vyvsay Chakra ISSN: - 2320-3889 Dec 2023.

"Digital Marketing Strategies for Small Businesses: Navigating the Online Landscape for Growth and Engagement" Book Chapter in Recent Development in India @ 2024. Chyren Publication ISBN:-978-81-19820-50-4

"Understanding the Consumer Decision-Making Process: A Comprehensive Analysis"(Research Paper) Perceptions In 8th National Conclave & **Conference** on Embracing Change & Transformation-Enhancing Innovation & Creativity, Leading Change & Reengagement (ECTIC 2023)

"Legal Tech Startups Revolutionizing the Legal Industry" (Research Paper) in One Day National Conference Emerging issues of Indian Law

"Blockchain in Digital Identity Management: Enhancing Security and Privacy" (Book Chapter) in **SHODHOSIAN: RETHINKING RESEARCH BOUNDARIES OF MULTIDISCIPLINARY PERSPECTIVES IN CHANGING WORLD – Multi Spectrum Publications ISBN: 978-81-982726-0-7**

"THE GLOBAL STRUGGLE FOR DIGITAL RIGHTS AND DATA PRIVACY: LAWS, TECHNOLOGY AND ETHICS" (Book Chapter) in **INTERDISCIPLINARY RESEARCH IN HUMANITIES, SOCIAL SCIENCE AND MANAGEMENT - Amigo International Publishing ISBN: 978-81-973377**

"Search Engine Marketing vs. Optimization: Which Strategy Drives Better Results?" (Research Paper) in National Conference on Digitalization and Emerging Trends in Business Management**.**

"The Enduring Impact of Ethical Leadership: A Catalyst for Sustainable Business Success" (Book Chapter) in SHODHSPITIVALLEY: MULTIDISCIPLINARY RESEARCH IN TECHNOLOGICAL INNOVATION FOR SUSTAINABLE DEVELOPMENT - Multi Spectrum Publications ISBN: 978-81-98567-3-0 @ Feb 2025

"Leveraging AI-Powered Marketing Strategies for Sustainable Growth in Small Businesses" (Book Chapter) in SHODHSPITIVALLEY: MULTIDISCIPLINARY RESEARCH IN TECHNOLOGICAL INNOVATION FOR SUSTAINABLE DEVELOPMENT Multi Spectrum Publications ISBN: 978-81-985241-8-8 @ Feb 2025

The Psychology of Discounts and Price Sensitivity: Understanding Consumer Behavior and Decision-Making (Book Chapter) in SHODHCOLD: INNOVATIVE PATHWAY ON MULTIDISCIPLINARY APPROACHES TO SUSTAINABLE DEVLEOPMENT Multi Spectrum Publications ISBN: 978-81-984393-7-6 @ Jan 2025

The Listening Advantage: How Feedback Shapes Business Evolution (Book Chapter) in THE FUTURE OF MULTIDISCIPLINARY RESEARCH IN GLOBAL DEVELOPMENT Multi Spectrum Publications ISBN: 978-81-986118-8-8 @ March 2025

The Power of Marketing Automation: Boosting Efficiency and Impact (Book Chapter) in THE FUTURE OF MULTIDISCIPLINARY RESEARCH IN GLOBAL DEVELOPMENT Multi Spectrum Publications ISBN: 978-81-986118-8-8 @ March 2025

Personal Details :-

Date of Birth :- 01st July 1988
Marital Status :- Married
Address :- Out side Goga Gate near jain school, infront of mali samaz bhawan, Bikaner :- 334001 Rajasthan

Reference :-

Dr. Dipali Gupta (Registrar of RNB Global University
Mob No.:- 9414030327, 8005941984

Mr. Ashish Ahuja (Co- Founder of Studybase)
Mob No.:- 9261431432