

BIBEKA NAND JHA

ENGINEER | EDUCATOR | PROBLEM SOLVER

CONTACT

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- **Location:** Pune, Maharashtra, India
- **DOB:** 03-08-1988

PROFESSIONAL SUMMARY

Dedicated and adaptable professional with a B.Tech in Electronics & Communication Engineering and diverse experience in engineering, field research, customer support, and education. Passionate about teaching Mathematics and Science and helping students achieve academic success. Strong problem-solving skills, effective communication, and a commitment to continuous learning.

EDUCATION

B.Tech in Electronics & Communication Engineering

- Bengal College of Engineering & Technology
- WBUT, West Bengal
- **2011 | CGPA: 7.93/10**

Higher Secondary (12th)

- SVS English School, Kolkata
- **2006**

Secondary (10th)

- BKS High School, Jatulia
- **2004**

PROFESSIONAL EXPERIENCE

Team Leader – Tata Consumer Products Ltd. (Tata Tea), Ranchi, Jharkhand

Roles & Responsibilities:

- Led and supervised a team of Sales Executives, assigned sales territories, monitored field activities, and ensured achievement of monthly sales targets.

- Built and maintained strong relationships with distributors, wholesalers, retailers, supermarkets, and channel partners to increase product sales and market coverage.
 - Conducted daily team meetings, provided product and sales training, tracked KPIs, and motivated the team to improve performance.
 - Coordinated order bookings, stock availability, product deliveries, and payment collections with distributors.
- Prepared daily MIS reports, analyzed sales performance, monitored competitor activities, resolved customer issues, and ensured excellent customer service.
 - Worked closely with the Area Sales Manager to implement promotional campaigns, dealer schemes, and new product launches while achieving branch business objectives.

Maths & Science Tutor

High Grades -Learning Jan 2022 – Feb 2026

- Taught Mathematics and Science to students of Classes 8 to 10.
- Conducted online and offline classes.
- Focused on concept clarity, practice, and exam preparation to improve student performance.

Customer Care Executive (CCE)

Leeway India – DIC Noida Office Aug 2020 – Jan 2022

- Handled customer queries and provided timely resolutions.
- Maintained accurate records and ensured quality service.
- Assisted in improving customer satisfaction and retention.

Field Investigator

National Family Health Survey (NFHS-5) Ministry of Health / PRC Delhi 2019 – 2020

- Conducted household surveys and collected accurate data.
- Ensured data quality, confidentiality, and timely submission.
- Worked as part of a team to achieve survey targets.

Survey / Testing Engineer

Toshniwal Enterprises Controls Pvt. Ltd. Aug 2011 – Aug 2012

- Performed survey and testing of industrial control systems.
- Assisted in technical inspections and prepared detailed reports.
- Ensured quality standards and compliance during testing.

SKILLS

- Mathematics & Science Teaching
 - Problem Solving
 - Communication Skills
 - Customer Service
 - MS Office
 - Computer Applications
 - Teamwork
 - Time Management
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CERTIFICATION

Diploma in Computer Applications (DCA)
Feb 2022 – Aug 2022

STRENGTHS

- Strong analytical and problem-solving abilities
- Excellent communication and interpersonal skills
- Adaptable and quick learner
- Dedicated and result-oriented

ADDITIONAL INFORMATION

Languages Known

- English
- Hindi

Areas of Interest

- Teaching
- Solving Puzzles
- Singing
- Continuous Learning