

DEBJIT GANGULY

MIS & Operations Executive | Administrative, IT Support & Data Reporting Specialist - (Total Experience 5Years)

■ Shibpur, Howrah, West Bengal- 711102 | ■ 6291890745 | ✉ debjitgangulydg@yahoo.com

PROFESSIONAL SUMMARY

Results-driven MIS & Operations Executive with 5+ years of experience in business operations, MIS reporting, administrative management, and technical support. Proven ability to coordinate cross-functional teams, support senior management as an Executive Assistant, and ensure smooth execution of organizational processes.

Proficient in Advanced Excel, Power BI, SQL, and ERP/SAP systems for data-driven reporting, MIS dashboard creation, and operational analytics. Experienced in HR coordination, vendor management, accounting support, GST compliance, and documentation management while maintaining high standards of accuracy and confidentiality.

Skilled in handling high-pressure operational environments including government and private exam operations, IT infrastructure support, and construction project coordination. Strong focus on process improvement and operational efficiency to support organizational growth and performance.

CORE SKILLS

- Executive Assistant & Management Support
- Office & Administrative Operations Management
- Calendar, Meeting & Event Management
- Minutes of Meeting (MOM) Preparation & Follow-up Tracking
- Professional Business Communication & Email Handling (Gmail, Outlook)
- File Management & Confidential Data Handling
- Employee Relations (ER) & HR Coordination
- Attendance, Leave & Shift Coordination
- Team Management, Work Planning & Decision Making
- Client, Vendor & Supply Chain Coordination
- Customer Support & Issue Resolution
- MIS Reporting (Daily / Weekly / Monthly)
- Operational Reporting & Business Documentation
- Data Analysis, Reporting & Presentation
- Project Tracking & Stakeholder Coordination
- Crisis & Emergency Operations Handling
- Microsoft Excel Advanced (Pivot Tables, VLOOKUP / HLOOKUP / XLOOKUP, INDEX + MATCH Functions, IF / SUMIF / COUNTIF Functions, Conditional Formatting & Charts & Dashboard Creation, Power Query, Excel VBA / Macros), Google Sheets, Microsoft Word & PowerPoint
- Power BI & SQL (Basic Data Querying), ERP Software Handling, SAP (FICO / MM – Basic Knowledge), Website (WordPress) Backend Management
- AI Tools (ChatGPT, Gemini) for Documentation & Reporting
- Accounts & Finance (Journal Entries, Ledger & Trial Balance, BRS, Profit & Loss Account Preparation, Balance Sheet Understanding, Purchase / Sales Entry & Invoice Management, GST Compliance & GST Return Filing (GSTR-1, GSTR-3B), Income Tax Basics, ITR Filing & TDS Compliance, ROI, ROC)
- IT Hardware & Software Support
- LAN / IP Network / CCTV Setup & Troubleshooting
- System Monitoring & Technical Troubleshooting
- Government & Private Online / Offline Exam Operations Management
- SEO Support for Digital Marketing & Business Development Support
- Construction Project Coordination & Documentation Support

PROFESSIONAL EXPERIENCE

■ IT & Operations Supervisor / Administrative Executive

Giribala Memorial Trust (GMT) | March 2023 – Present

- Led and supervised multiple teams to ensure smooth execution of daily office, administrative, and operational activities.
- Provided Executive Assistant support to senior management including calendar management, meeting coordination, and follow-up on key action items.

- Organized management and HR meetings, prepared agendas, recorded Minutes of Meeting (MOM), and tracked action points for timely implementation.
- Maintained professional communication through official emails, reports, and documentation while ensuring accuracy and confidentiality.
- Coordinated with internal departments, clients, vendors, and external stakeholders to ensure smooth operational workflow.
- Managed HR operational activities including employee relations support, attendance tracking, leave and shift coordination, and salary disbursement support.
- Maintained and organized employee records, company documents, and confidential business information in both digital and physical formats.
- Prepared MIS reports, operational dashboards, and management reports using Advanced Excel tools such as Pivot Tables, VLOOKUP/XLOOKUP, INDEX-MATCH, and Power Query.
- Utilized Power BI, SQL, and Google Sheets for data analysis, reporting, and business performance insights.
- Managed ERP systems, SAP (FICO/MM basic functions), website backend (WordPress), and digital documentation tools including AI tools such as ChatGPT.
- Handled accounting support including journal entries, ledger management, trial balance preparation, invoice generation, purchase and sales entry, and bank reconciliation (BRS).
- Ensured GST compliance including GST documentation and return filing (GSTR-1, GSTR-3B) along with basic income tax and TDS documentation support.
- Coordinated vendor billing, invoice verification, payment tracking, and financial documentation including bank loan files, ROC documentation, KYC records, and legal paperwork.
- Provided IT and technical support including hardware/software troubleshooting, LAN/IP networking, CCTV setup, and monitoring of government and private online/offline examination systems.
- Support marketing and business development activities including SEO implementation, digital marketing coordination, and promotional content planning.
- Construction project coordination including vendor communication, documentation management, and operational support.

■ Service Centre Manager

Whirlpool– Om Sales & Service | June 2021 – February 2023

- Managed daily service Centre operations and supervised back-office teams
- Handled SAP-based data processing, reporting, and inventory control
- Managed CRM activities, Telecalling Coordination, and Customer support
- Coordinated logistics and worked with cross-functional teams to improve workflows

EDUCATION

Bachelor's Degree – University of Calcutta (2021)

CERTIFICATIONS

- Google AI – ChatGPT (2025)
- Advanced Excel (2024)
- Computer Hardware & Software Maintenance (2019)
- Basic Healthcare Training (2019)
- Basic Computer Course : MS Word, Excel, PowerPoint (2015)

LANGUAGES

Bengali | Hindi | English