

PARDEEP KUMAR SHUKLA

Backoffice & Service Coordinator

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 +91 9877074155

 Chandigarh, India

 2000-02-14

 Indian

 Married

 Male

PROFESSIONAL SUMMARY

Backoffice & Service Coordinator with 3+ years of experience in operations management, service coordination, data entry, and MIS reporting. Skilled in MS Excel, client coordination, and process improvement. Proven ability to manage high-volume workloads with accuracy and efficiency.

WORK EXPERIENCE

04/2025 – Present	Backoffice & Service Coordinator Mohali, India	<i>Laksya Equipment Pvt Ltd (XCMG)</i> <ul style="list-style-type: none">Prepared daily and monthly MIS and service performance reports.Coordinated and monitored service activities to ensure timely resolution.
04/2024 – 04/2025	Team Lead - Operations Chandigarh	<i>SBI Payments Pvt Ltd</i> <ul style="list-style-type: none">Managed day-to-day operations and operational workflows.Developed SOPs to improve efficiency and turnaround time.Handled POS machine lifecycle management and approvals.
08/2022 – 03/2023	Data Entry Operator Chandigarh	<i>LSR Infracon Pvt Ltd</i> <ul style="list-style-type: none">Performed high-volume data entry with 99%+ accuracy.Resolved data discrepancies and generated reports using MS Excel and Nway-ERP
08/2021 – 07/2022	Data Entry Operator Chandigarh	<i>Grip Rehabilitation Pvt Ltd</i> Generated reports and maintained digital records Verified confidential client information

EDUCATION

2018	Jetking Certified Hardware & Networking Engineer
	Chandigarh, India
2017	Class XII - CBSE Board
	Chandigarh
2015	Class X- CBSE Board
	Chandigarh

SKILLS

Data Entry	MS Excel (Vlookup, Pivot table, Advance formulas)
Adaptability & Flexibility	Accurate Recordkeeping
Analytical Skills	Team Collaboration
MIS Reporting	

LANGUAGES

Hindi	English	Punjabi
Native	Intermediate	Intermediate

KEY ACHIEVEMENTS

Star Performance Employee

SBI Payments Pvt Ltd

Employee of the Month

LSR Infracon Pvt Ltd

National Goa Gold Cup T20 Cricket Championship

Quarter Finalist

Aakash National Talent Hunt Exam

Participant

Declaration

I here by declare that the above information is correct and true to the best of my knowledge and belief.

Pardeep Kumar Shukla
Chandigarh