

# PARDEEP KUMAR SHUKLA

## *Backoffice & Service Coordinator*

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☎ +91 9877074155

📍 Chandigarh, India

📅 2000-02-14

🚩 Indian

💍 Married

♂ Male

### PROFESSIONAL SUMMARY

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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

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

### EDUCATION

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2018 Chandigarh, India	<b>Jetking Certified Hardware &amp; Networking Engineer</b> Jetking Chandigarh
2017 Chandigarh	<b>Class XII - CBSE Board</b>
2015 Chandigarh	<b>Class X- CBSE Board</b>

## SKILLS

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

## LANGUAGES

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Hindi	English	Punjabi
Native	Intermediate	Intermediate

## KEY ACHIEVEMENTS

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### 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

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

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**Pardeep Kumar Shukla**  
Chandigarh