

Rakesh Kumar Sharma

Vill: Pachwar, Post: Bhikuri

Via: Sewapuri Dist: Varanasi

State: Uttar Pradesh 221403

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Career Objective

Having More than 9.8 years of experience as per permanent date in a reputed logistic company (TCIL) as Key Account Manager in Account – Sector & , I have learned a lot through my practical experience and implementation new concepts in this stream. More than 9.8 years in Accounts, IT-Sector as well as Key Account Manager, to upgrade myself and add mileage to my carrier in this path I am looking for job in a well reputed company where I can implement my practical experience in order for the benefit of the company and for the improvement of my learning curve.

Academic Profile

B.Sc. (Maths group) MGKVP University Varanasi

12th in Physics, Chemistry, Mathematics from GOA Board

10th in all subjects recognized by Maharashtra Board

Experience

Company: **TCI Freight** (Transport Corporation of India limited (TCIL))

Designation: **Key Account Manager**

1. Work in Operation for 9 months in 2012 in Trainee/Probation Period at Faridabad
2. Work as IT-Incharge from 2013 to 2016 In TCI Freight at TCI Freight Delhi regional office
3. Work as Account Officer at Faridabad, Chandigarh and Ankleshwar from 2017 to Feb 2021 in TCI Freight
4. Work as Key Account Manager from FEB'2021 to till date at TCI Freight Baroda Controlling office and handling Major customer Siemens operations.

Duration: Permanent date 05-08-2013 – till date, Presently working at Baroda Key as Account Manager

Other Achievement:-

- First place in Inter School Zonal Level Cricket Competition 2007-2008
- First Place in Inter School State Level Cricket Competition 2007-2008
- National Level Cricket Certificate 2009
- Man of the match and Man of the series award from Pernem Cricket Club in 2007-2008

Roles and Responsibilities

Account Operations:

- Cash flow and daily cash transactions approx.8 to 10 lakhs
- Advance and Balance payment Lorry Vendor Payment of all vehicles which is attached with Company and for Market Lorry hire Vehicles.
- Manage fund flow problems of near about 50 branches
- Credit control works and Bill adjustments,Bill preparations.
- Company Fleet monitoring
- Brokers.Vendors Payments
- Analyzing Lost Customer details & working out strategies for regaining regain lost business
- Reconciles financial discrepancies by collecting and analyzing account information
- Planning and management of manpower effectively

IT Operations:

- Administration and Management of IT Infrastructure Support.
- Maintaining the integrity of about 50 Branches systems and their network.
- Installing, configuring systems and troubleshooting hardware and network related issues.
- Prepare MIS and various statistical reports
- Planning and management of manpower effectively.
- IT infrastructure support for product development management tool.

Key Account Manager :

- Handling inbound & outbound logistic operations of major KAM customer
- Vehicle placement on timely for FTL,ODC etc...
- Sharing MIS or daily sales report to customer on daily basis.
- Developing business in the branches and supporting controlling office for generation of new business
- Escalating issues to appropriate level to resolve customer complaints.
- Following up route-rate-adjustment during transportation.
- Following up billed and unbilled consignment for quick billing.
- Keep updating Customer-Master-For For KAM customer.
- Resource planning for smoother function of day to day business.
- Looking after legal issues related to COF.
- Customized Service Delivery (FiFO) first in first out
- Bill submission of major KAM customer.
- Time to time Logistics service provider reviews with customer
- Resolve customer complaints as per Service Level Agreement(SLA'S)
- Sharing placement of KPI to customer
- Participating in training program arranged by company & training to team member on operations ,Accounts ,customer relationship management and sellinf skills etc...
- Monitoring and fallowup for customer Outstanding realization and reconciliation.
- Analyzing Lost Customer details & working out strategies for regaining regain lost business.
- Generation of all monthly reports as required by Regional and Corporate office, Business presentation for Business Review.
- Strategic Planning with higher level.

Personal Abilities And Skill sets

- Possess Organization skills, Energetic, Zeal to Learn, Proactive, adaptable, Creative, and Ability to work in a Team as well as individually.
- **Computers Proficiency:**
Operating system : Xp , Win-7, WinNT, Internet ,Windows 7,8,10 etc...

Software application : MS-Word, Excel, Power point, and MS-Access, Outlook express 7,10,13

- **IT Skills:** Server operating System:- Windows 2000/2003 ,2007,2010,2013 Thin client server Systems:- Windows 98/2000 Prof/XP/Vista, Backup, recovery data, networking with Router, Switches, Modem , Internal and external, LAN, WAN & system Assembling, Maintain laptops.
- **Technical Certification:** 1. Diploma in Financial Account
2. Diploma In Computer Hardware and Networking

Strengths:

- Diligent, Quick to absorb & assimilate information.
- Good Communication and quick solved any related problems of system.
- Strong Interpersonal skill.
- Impulsive have a keen interest to explore and learn.

Salary Expectations:

Negotiable and open to discussion, However it should act as a motivating factor and enable me to maintain a Decent standard of living at the place of posting.

PERSONAL DETAIL

NAME: Rakesh Kumar Sharma
FATHER'S NAME: Late. Ashok Kumar Sharma

DATE OF BIRTH: 07-03-1992

ADDRESS:
Vill:Pachwar,Post:Bhitkuri
Via:Sewapuri Dist:Varanasi
State:Uttar Pradesh 221403

MARITAL STATUS: Married

LANGUAGE KNOWN: English, Hindi, Marathi, Telugu, Konkani etc...

HOBBIES: : Like to Visit Historical places, Reading Novels as well as books,
Listening music, Watching and playing Cricket

(Rakesh Kumar Sharma)