

## **RITIK KUMAR CHOURASIA**

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**BakarGanj, Natraj Gali, Ashok Raj Path, Opp. Kulhariya Complex patna 800004.**

### **OBJECTIVES**

It is to utilize my prevailing knowledge & experience and also to upgrade and enhance with the fast moving.

### **Work Experience**

- Currently working **DTDC Express Limited as operation executive & Operation controler** In Bihar & Jharkhand from (1<sup>st</sup> October 2018 to till date).

### **Job Responsibilities: -**

- Tracked customer shipment requirement to improve customer satisfaction while increasing service efficiency.
- Maintained and Processed invoice deposit and money logs.
- Completed daily accounting task including tracking fund preparing deposit and reconciling accounts.
- Handle tour clam, fuel expense, petty cash & office expense.
- COD closer Bihar & Jharkhannd.
- Upload & Closed daily delivered shipment COD & CHQ mode through CMS report in INSTACOM & INTRANET.
- Daily Followup With BH & JH CP & Branch for pending deposit amount.
- Solve COD/FOD issue for further process.
- Handle Flour operation and solve daily delivery issues.

### **FUNCTIONAL EXPERTISE**

- Responsible for entire vehicle movement from main hubs to Destination.
- Regular Monitoring & Controlling of dispatched ratio
- Handling major delivery related complaints and wrong deliveries co ordinate with the Management Of Company.

### **TRAINING and CERTIFICATIONS**

- DCA (Diploma In Computer Application) From Ideal Eyes Business College.
- Tally From Ideal Eyes Business College.

### **PROFESSIONAL & ACADEMIC QUALIFICATION**

- Pursuing Graduation BCA from National Business College (KRC OF MMH A & P UNIVERSITY).
- 10+2(Science) from B.N. Collegiate +2 School Patna with 1<sup>st</sup> Division in 2017
- 10th from B.S.E.B., with 1st Division in 2015.

## **OTHER COMPUTER SKILLS**

- MS-Office, MS-Word, MS-Excel, MS-PowerPoint, Mail.
- Documentation Skills
- Good Command over handling the documents

## **PERSONAL SKILLS**

- Positive Thinking
- Hard Working and Sincere
- Good communication skills
- Determined, High Energies.
- Able to handle People in a very efficient way.
- Decision Making.
- Customer Handling.
- Time management.
- Teamwork.
- Data Entry.
- Active listening.
- Leadership.

## **PERSONAL DETAILS**

Name	Ritik kumar Chourasia
Father's Name	Sunil Kumar Chourasia
Date of Birth	10 Oct. 1999
Gender	Male
Language	Hindi & English, Regional
Hobbies	Internet Surfing & Listening Songs.
Marital status	Unmarried

## **Declarations**

*Hereby I declare that all the above mentioned information is true according to the best of my knowledge*

**Date: -**

**Signature .....**

**Place-**

**(Ritik Kumar Chourasia)**