

MAURYA SATYAPAL G.

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COMMUNICATION ADDRESS

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Gujarat.

CONTACT NUMBER

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PERSONAL PROFILE

Date of Birth: 06th January 1989

Sex: Male

Nationality: Indian

Marital Status: Married

LANGUAGES KNOWN

English

Hindi

Gujarati

HOBBIES

Listen Music

CAREER OBJECTIVE

It is to be interesting to work in competitive area where as implementation and enhancement of skills is being worked. This helps to achieve organization objectives.

MY STRENGTH

Creativity Thinking

Hard working

Positive attitude & Team Worker

Commitment and Dedication are the best way to describe myself.

PROFESSIONAL QUALIFICATION

Complete Flight Purser Travel & Hospitality Management from
IIFS(International Institute of Flying staff) Ahmedabad

INDUSTRIAL TRAINING

In Flight Training at Ahmedabad to Mumbai from
GOAIR Airlines.

First AID training held by APPOLO Hospital at
Gandhinagar.

CURRENT WORKING

SpiceXpress and Logistics Pvt Ltd

01-04-2023 To Till Now

(Company Entity Change from **SpiceJet** to **SpiceXpress and Logistics Pvt Ltd**)

Spicejet Limited

19-01-2019 To Till Date

- ❖ I am working as **Cargo Operation Executive** in **SpiceXpress and Logistics Pvt Ltd/ SpiceJet Limited**.
- ❖ **DGR CAT-6 and 8 Certified (Approved by DGCA-INDIA)**
- ❖ Communicate with current and potential clients via telephone, email, online chat, or social media.
- ❖ Coordinating with All India Operation, Securities, customer service and Trackers to clear Day to day Exception.
- ❖ Door to Door operation First Mile to last Mile. Warehouse Management, Shipping procedures understanding.
- ❖ Daily Pickup & delivery Report send to head office.
- ❖ Walking customer handling with proper documentation and booking process in smart kargo.
- ❖ Answer inbound calls or generate outbound calls, in some cases cold calling to follow up on orders.
- ❖ Providing feedback on the efficiency of the customer service process.
- ❖ Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- ❖ Responding promptly to customer inquiries.
- ❖ Communicating with customers through various channels.
- ❖ Acknowledging and resolving customer complaints.
- ❖ Investigate & plan the most appropriate route for a shipment, taking account of the perishable or hazardous nature of the goods, cost, transit time and security.
- ❖ Dealings with special arrangements for transporting delicate cargo, such as livestock, food and medical supplies.
- ❖ Supervising and maintaining updates of relevant.
- ❖ Exceptional leadership & team building qualities in training, mentoring, motivating and supervising of supply chain, logistics, transportation/warehousing.
- ❖ Perform extraordinary loading operations and appropriate documentation is completed.

Denave India Pvt Ltd

Form 07-OCT-2016 To 13-JAN-2019

- ❖ I was working as a **Consumer Engagement Specialist Client M/s Google pixel**
- ❖ Attending walk in customer in store and regular customer in office.
- ❖ To handle retails store sales Mobile & Accessories.
- ❖ Check Availability of stock and supply.
- ❖ Achieving daily and monthly target.

Spice Mobility Limited**From 13-JAN- 2015- to 31-MAY-2016**

- ❖ I was working as **Logistics in Executive** in Spice Retail Ltd, ML4, in Gujarat.
- ❖ Responsible for managing the loading of vehicles, completed stock and load bay areas.
- ❖ Planning and scheduling the delivery of goods and cargoes.
- ❖ Responsible for a team of over 45 staff service center all Gujarat.
- ❖ Completing and filing compliance documentation for import, export and supply chain security.
- ❖ Negotiating the services of 3rd party carriers, couriers and haulage companies.
- ❖ Managing courier delivery performance and maintain courier contracts.
- ❖ Negotiating pricing with local carriers.
- ❖ Cost management and reporting.
- ❖ I was working **SAP** basic module software.
- ❖ Development of the over logistics work supply base.
- ❖ Supporting other departments (service and sales) within the company.
- ❖ Identifying key transport cost drivers.
- ❖ Managing import and export via external distribution teams.
- ❖ Implementing new policy, new processes and standard procedures as company standard..

J.P. Aviation Pvt. Ltd (GHA) of Spice jet Airline From 11-Dec-2012 To 23-Dec-2014

- ❖ I was working as Asst Supervisor.
- ❖ Booking outgoing cargo for departure flights
- ❖ Taking care of walk in customers
- ❖ Acceptance of outgoing cargo
- ❖ Preparing all necessary document
- ❖ Flight handling to monitor Departure and Arrival cargo
- ❖ Sending Pre alert messages for final destination for any Perishable load ,HUM,AVI
- ❖ Taking care of International cargo till final destination, such as EGM & IGM.

VODAFONE WEST LTD**From 23-Jun-2011 to 07-Dec-2012****Complete 5S implement in across 51 Vodafone store in Gujarat**

Responsibilities: Customer service Vodafone store & Vodafone mini store anytime anywhere in across Gujarat

- ❖ I was working **As Central Team.**
- ❖ Attending walk in customer at different Vodafone store.
- ❖ Selling Handset (Vodafone , Nokia , Samsung , Blackberry) and Postpaid, Prepaid connection .USB Stick (Pre-paid and Postpaid both)
- ❖ Achieving daily and monthly target.
- ❖ Travelling across Gujarat Vodafone store.
- ❖ Reporting in proper dress code, grooming also.

The Mobile Store Ltd**As Associate Duty Manager**

- ❖ I was working as **Associate Duty Manager**.
- ❖ To Handle Retail Store which sales Mobiles & Accessories.
- ❖ Check Availability of Stock and Supply.
- ❖ Controlling the team and solve the customers problem
- ❖ To achieve Sales target though segmented customers and segmented areas.
- ❖ To give and get the assistance to Sales staff in running the department in a profitable manner.
- ❖ Co-ordinate with various staff and prepare various reports to ensure right inventory.
- ❖ Co-ordinate with sales staff and update daily sales target v/s achievement.
- ❖ Coordinating between the warehouse and the brand staff during stock movement.
- ❖ To ensure the sales staff work towards giving the customer exceptional service at all times.
- ❖ Preparing all necessary document

ACADEMIC PERFORMANCE

Degree	Month & Year of Passing	Percentage/ Grade Points	Class/ Grage	Name of University
B.A	April 2016	46.00%	Second	Gujarat University
H.S.C	March 2007	63.00%	First Class	G.H.S.E.B
S.S.C	March 2005	57.57%	Second	G.H.S.E.B

CURRICULAR ACTIVITIES:

- ❖ I took part in NSS camp at Vehlal Village, Dahegam, in 2006.
- ❖ Further I joined cycle rally at CNG propounding event in 2005.

DECLARATION

I consider myself familiar with sales, marketing, retail works, and dispatch aspect. I am also confident of my ability to work in a team.
I hereby declare that the information furnished above is true to the best of my knowledge.

Place - Ahmedabad

Date –

(.....)
MAURYA SATYAPAL