OMPRAKASH PRAJAPAT

9/ PRATHANA NAGAR SOCIETY,

NAROL COURT NAROL GAM,

AHEMADABAD 382405

**MAIL ID:** [**Pomprakash143@gmail.com**](mailto:Pomprakash143@gmail.com)

Mobile:8866821823

**CAREER OBJECTIVE:**

To work in an esteemed organization where my potential are valued and provide me an opportunity that leads to success and recognition as reward.

**PROFESSIONAL WORK EXPERIENCE:**

* Presently working with **AMAZON logistics Ltd.** As, PROCESS ASSISTANT Key Clients from JULY 2015, till date.

**Job profile includes:**

1. Manage daily customer complaints and ensure timely resolution.

2. Manage the Global Case System and make sure all customer inquiries/requests are logged into the system and resolved within the required service level agreement.

3. Interact regularly with customers to understand and respond to their needs and get feedback on the service provided.

4. Daily follow up on cases/complaints

5. Tracking and tracing of shipment. Updating Customers/Shippers via MIS reports, troubleshooting with respective destinations offices.

6. Agent quires Handler, Working on outstanding Reports, Making Closure of Gujarat & Ahmedabad branch..

7. Generating monthly closures reports, working on Global Case System (GCS) and Customer Complain Requests (CCR) on daily basis.

8. Knowledge of Inbound & Outbound work in courier field…

9. Making sure that all the shipments get connected to International route without delay.

10.Doing in scan / Out scan & sorting the shipment as per destination to make sure shipment get connected to their respective destination and to avoid misroute of the shipment and delay in delivery.

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**EDUCATIONAL QUALIFICATIONS:**

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| --- | --- | --- | --- |
| **Degree** | **Institute** | **University/ Board** | **Percentage** |
| T.Y.B.Com | Gujarat University | Gujarat | PASS |
| H.S.C | Gujarat Board( H S E B ) | Gujarat | Second class |
| S.S.C | Gujarat Board( G S E B ) | Gujarat | Second class |

**COMPUTER PROFICIENCY:**

Having good knowledge of MS-Office advanced including Advanced excel.

& also good in mail communication

**Expedience:**

* **PG India Logistics** I had worked here for a year as Warehouse Associate.
* **Azure knowledge** center I had worked as a **CCE** 1.5 years.
* **Apuri Industries** I had worked as a supervisor.
* **Amazon logistics** I am working last one years 2 months

**Salary Expectation**

16000/- Per Month.

**PERSONAL INFORMATION:**

Name prajapati Omprakash.D

Date of birth 15th October 1992

Religion Hindu

Marital status Unmerried

Languages known English, Hindi, and Gujarati.

Hobbies Reading, Listening to music and cricket

**STRENGTHS**:

1. Ability to deal with people patiently, politely and professionally.

2. Able to adapt to changing situations and environments,

3. Dependable, professional, punctual, committed, consistent.

4. Dealing with situations and coordinating work tasks.

5. I can perform well as a team member as well as independently.

Date:

Signature: