

SHOBHRAJ R YADAV

(Client Support Executive)

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Synopsis

- A trained professional with 10 years' of experience in Effective Communication with ability to interact & negotiate with the Clients.

Experience

Operations Executive at (Kerry Indev Express) from August 2020 to Till Date into Enterprise Business Solutions Team

Job Profile

- To co-ordinate with clients on daily basis
- To resolve clients query on call & email.
- To handle client's shipment operation across India (from pick-up to delivery)
- To send daily MIS regarding client's consignment status.
- To handle FIRST MILE TO LAST MILE (pickup to delivery) process of clients consignment/shipment across India.
- To coordinate with regional teams & seniors thru video conferencing/ call/ emails for vehicle management, vendor management, TAT etc to improve service quality for clients.
- To ensure delivery of clients consignment/shipment as per TAT.

Assitant Manager at ICA Edu Skills Pvt. Ltd. From January 2013 to August 2020 into **Indian Government skill development and Education Program**

Job Profile

- To Place Candidates in different companies.
- Tie-up with company for student's placement.
- Documents Management.
- Monthly Placement Load Identification & Achievement of Targets
- Planning and ensure execution by centre team.
- MIS & Record Keeping
- Client Management
- Recruitment
- Projects-
 - o Sri Sant Shiromani Shri Ravidas High Skill Training Program
 - o Pradhan Mantri kaushal Vikas Yojna(PMKVY)

Sales Executive at Arihant Sales Corporation Ahmedabad from August 2006 to September 2008

Job Profile

- Selling Prepaid Cards
- Distribution of prepaid cards and Rcv's to retailers on daily basis.
- To give targets to the field executive and help them to achieve it
- Acquiring all the documents of prepaid customers to Distributor Point
- To handle positive and negative cases of prepaid customers
- Consult with Distributor and Territory manager about Sales target.
- Achieve sales target given by Distributor

Owner Relationship Executive with Country Club India Ltd Ahmedabad from July 2009 to April 2010

Job Profile

- Customer acquisition.
- Enrollment of customers in our various products.
- Collection of payment from clients.
- Giving proper & satisfactory service to clients.
- Resolve their queries.
- Up gradation of clients

Education

Bachelor in Commerce from **Gujarat University** 2011

12th Commerce from **G.H.S.B, Ahmedabad**, 2006

Personal Details

Marital Status - Married

Language Known - Hindi, English, Gujarati

Date of Birth - 15 April 1989