

Sudhir Pandey

Career in: Office Administration

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Career Objective

Aspire to work in a competitive and challenging environment where I can serve an organization and establish a distinguished career in administration/back office based on my proficiencies and competencies. With my relevant experience in front office work, administration, logical thinking and patience in customer handling as well as ability to work under pressure are my key assets which helps me in achieving efficiency in administrative task.

Personal Details

Date of Birth: 1995-12-13

Role: Administrative Assistance, Call Center, Customer Service, Education & Instruction, IT Operations & Helpdesk, Internet, Ecommerce, Loading and Stocking, Marketing

Total years of experience: 5 years

Work Experience

1. Store Executive and In-charge: SPIN CYCLES LAUNDRY SOLUTIONS – Bengaluru, Karnataka.

June 2021 to Present

- Single handedly managed Spin Cycles Laundry's Deverbisinahalli branch, Bengaluru as Store in-charge
- Responsible for servicing invoice and registering orders from diverse customers and supporting them with relevant services
- Acts as the liaison between operation team and customers and manage online and offline services
- Prepare and present reports on daily and monthly collection and stock taking for the store and update the information on the online portal
- Assign and coordinate the pickup and delivery, registered through online and offline medium

- Trained and inducted new staff members in to the team, on the services and online services of Spin Cycles
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2. Collection Executive (Work from Home): CROWING STAFFING PVT LTD - Bengaluru

October 2020 to January 2021

- Serve as Collection Executive to the Crowing Staffing Pvt. Ltd Bengaluru
 - Responsible for reaching out to customers to persuade, support and collect payment for overdue bills
 - Acts as the liaison between creditors and customers and manage online overdue accounts
 - Contact clients and discuss their overdue payments and regularly update account status records
 - Prepare and present reports on collection activities and progress on online portal
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3. Receptionist: CLARK INDIA PVT LTD - Bengaluru, Karnataka

January 2019 to January 2020

- Serve as Receptionist to the Kimberly-Clark India Pvt. Ltd. Bengaluru
 - Monitored visitor management system data as well as prepared monthly visitor report
 - Handle incoming and outgoing calls along with coordination with administration for ensuring smooth functioning of day to day operations
 - Administered, managed and adapted based on difficult & demanding situations in the order to ensure that the work gets done
 - Stock taking of official supplies
 - Data Entry and report making
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4. Administrator (Part Time): VRSK Institute of Technology - Ballia, Uttar Pradesh

June 2017 to January 2019

- Managing the admission process for ITI, Diploma and Graduation
 - Prepare the Semester wise teaching schedule
 - Administer as Chief Controller of Pre board and preparatory examination for ITI, Diploma
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5. Operation Supervisor: ECOM EXPRESS PVT LTD - Ballia, Uttar Pradesh

December 2017 to November 2018

- Serve as Operation Supervisor to the Ecom Express Pvt. Ltd. Ballia U.P.
- Managing the operations team and in delivering the results based on centralised online system updates
- Committed towards the organization goals and leading in planning and execution of the task

- Lead a 13 members' team including delivery executives and managing daily and weekly compensation
 - Attended multiple training at zonal and regional level
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6. C&C Machine Operator: MINDA FURUKAWA ELECTRIC PVT LTD - Bawal, Haryana

September 2016 to October 2017

- Operated Cutting and Crimping Machine for setting the Terminal point on Electricals wires
- Timely update of Work time sheet
- Trained for different types of electrical wires and its functionalities

Education

Diploma in Mechanical Engineering

P.K. INSTITUTE OF TECHNOLOGY - Mathura, Uttar Pradesh

June 2013 to May 2016, graduated at 73%

Currently pursuing **Bachelor of Computer Application (BCA)**,

INDIRA GANDHI NATIONAL OPEN UNIVERSITY (IGNOU), New Delhi

Currently in 3rd Semester

Skills

- Administration,
- Documentation,
- Data Entry,
- Client Communication,
- Stock Taking

IT Skills: Microsoft office, Basic tally, MS Word, Google suite

Hobbies

- Cooking
 - Traveling
 - Gardening
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