

Vicky Raj

monu.raj8207@gmail.com
7903873016/7545946564

Radha Krishna Nagar (South Part) Bodhachak road, New
Khaprail chak, Parsa Station, Parsa Bazar, Patna –
804453 (Bihar).

Profile

To be a qualified business analysis and work in challenging environment using my technical, analytical and management skills and for the growth of the organization and improve build upon my knowledge and expertise for the personal and professional growth.

Work Experience

Assistant Manager

Affricate Care Pvt. Ltd. (Vivo)

SEP 2024 - Present

- **Managing IT-driven operations** for Vivo across Bihar, ensuring efficiency through data-driven service management.
- **Implementing and overseeing digital 6S standardization** across Vivo outlets and service centers, optimizing workflow through IT solutions.
- Leading inventory management, supply chain optimization, and workforce allocation.
- **Monitoring KPIs through analytics tools, conducting system audits**, and ensuring compliance with technical and operational standards.
- **Handling customer escalations using CRM software**, enhancing service quality through data analysis.
- Training employees and retail partners on operational excellence and product knowledge.

Team Leader

One Assist Consumer Solutions Pvt. Ltd

NOV 2023 - SEP 2024

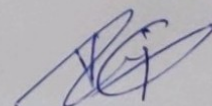
- Managing the On-Site Services (Home Appliances) Location – Bihar, Jharkhand & Odisha .
- **Automating daily call allocation & closure** using service management software to optimize response time.
- **Coordinating with brands through CRM & ERP systems** for warranty case tracking and automated quote collection for OW (Out-of-Warranty) cases.
- **Overseeing service partners & experts using workforce management tools**, ensuring seamless service execution and performance tracking.
- Taking Care of customer's Slot & NPS.
- Taking Care of Customer Escalations from Customer Care team.
- Daily reporting to our Seniors and arrange time to time training to our partners & engineers.

Center manager

RV Solutions Pvt. Ltd, Care business (Realme ESC)

AUG 2022- NOV2023

- **Managing IT-enabled operations** at the Realme Exclusive walk-in center, ensuring seamless service through digital tracking tools.
- **Handling customer escalations via CRM systems**, implementing data-driven solutions for faster resolution and improved service quality.
- **Overseeing daily billing & collection management using POS and ERP systems**, ensuring accuracy in accessories & OOW (Out-of-Warranty) sales transactions.
- Complete monthly Trade visits as per plan and share consolidated reported to respective business lines with CSAT Scores.
- **Tracking KPIs through analytics dashboards**, sharing performance reports with management for process optimization.



- Attend weekly review meet with HOD to show the presentation contain KPI missed & achieved data, action plan & problem.
- Ensuring audit compliance by addressing closure points raised by OEM's FSM/RSM using systematic audit tracking methods.
- Optimizing workforce allocation with digital workforce management tools, ensuring real-time updates and employee training on the latest OEM guidelines.

Center manager

HCL Services Ltd, now transformed to QDIGI SERVICES LTD. (QUESS CORP)

SEP 2017 - AUG 2022

- Managing tech-enabled walk-in service centers for OnePlus & Xíao mi in Patna, ensuring seamless operations through digital service tracking.
- Overseeing inventory management using ERP systems, categorizing stock as Good, Defective, or Scrap for optimized logistics.
- Handling daily billing & collections through digital payment solutions, ensuring seamless financial management for accessories & OOW sales.
- Managing Xíao mi partner network across Bihar using CRM tools for service tracking, compliance, and process standardization.
- Tracking KPIs using analytics tools, generating performance reports, and implementing data-backed service improvements.
- Managing BR collection & invoice claims using financial software, ensuring timely settlements and accuracy.
- BR Collection on regular Basis & Claim invoices.
- Guide & Help partner's centers in Bihar(ASPs) for Joining Documentation, process adherence to them & their employee about latest information from OEM.
- Monthly Visit to Partner's Center for Audit & other Works
- Audit points Closure raised by OEM's FSM/RSM of Partner's centers.
- Manpower management, Proper usage of manpower as per daily working. Educate them on latest information from OEM.
- Acting as SPOC for tech-driven onsite projects like Amazon, JBL & OnePlus, overseeing service delivery in Bihar & Jharkhand.
- Call allocation to engineer every day & get it closed in same day.
- Conducting periodic training for technicians on emerging technologies, process improvements, and new product launches.
- Daily reporting of closure, Escalation & open calls status to reporting manager.

Finance account & Admin assistant

BOSCH LIMITED RANCHI (Zonal Office)

SEPT 2015 - SEPT 2017

- Processing vendor bills and employee tour expenses using financial management software, ensuring accurate payment workflows.
- Managing digital payment voucher preparation (Debit Vouchers) through accounting tools for seamless financial transactions.
- Preparation of payment voucher (Debit voucher)
- Customer's payments entry.
- Liability booking and vendor's payment entry in SAP.
- Petty Cash management.
- Book keeping.
- Administration work related to zone office.
- Reporting role play for other staff like Security Guard, Housekeeper and Office boy.
- Road permit issue (Blue , Pink and Green).
- Company's promotional item handling.
- Sales tax, JVAT and Forms related data compilation
- Some daily report like turnover, collection, MR's report etc.

System in charge trainee

BOSCH LIMITED (Auto parts), C & FA under Patliputra Cands

JAN 2015 - SEPT 2015

- Managing logistics operations through ERP systems, ensuring efficient tracking and distribution of materials.
- Material Supervisor for all materials & logistic activities.
- Designing and maintaining a digital Materials Distribution Channel, ensuring seamless tracking and allocation.
- Automating documentation processes for Goods Receipt Notes, Material Issue Notes, Material Return Receipts, and Stock Transfers using database management tools.
- Compiling and analyzing quarterly sales tax data for COR submissions using financial software, ensuring compliance with regulatory standards.

Skills

- MS Office Proficiency: Word, Excel (Advanced), PowerPoint & SAP
- Data Entry & Analysis: Excel, Google Sheets
- Troubleshooting
- Manpower Management
- Training & Development
- Workforce Planning
- Administration & Compliance
- Customer Escalation Management.
- Technical Documentation & Reporting
- Client Relationship Management (CRM)
- Payroll & Vendor Management
- Operations
- Employee Relations
- Business Analysis & Decision Making
- Time collaboration & leadership.

Education

BCA

Magadh University

2018

B. COM

Patna University

2015

Higher Secondary in Commerce

College Of Commerce, Patna

2012

Secondary Examination

ST. Severin's Public High School

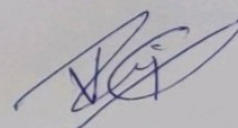
2010

Tech. (Additional)

Diploma in computer application

Languages

- English
- Hindi



कक्षा: एन.एस.ई./2010/
S. No. S.S.E./2010/

0635265

केन्द्रीय माध्यमिक शिक्षा बोर्ड
CENTRAL BOARD OF SECONDARY EDUCATION
विषयवार विष्ठादन का विवरण
STATEMENT OF SUBJECT WISE PERFORMANCE
माध्यमिक स्कूल परीक्षा, 2010

ALL INDIA SECONDARY SCHOOL EXAMINATION, 2010

नाम Name VICKY RAJ

अनुक्रमांक Roll No. 5129424

माता का नाम Mother's Name KANCHAN DEVI

पिता का नाम Father's Name RAJ KUMAR

जन्म तिथि Date of Birth 2ND FEBRUARY NINETEEN HUNDRED NINETY FIVE

विद्यालय School 50011 JMV RESIDENTIAL SCHOOL CHITNAMA DANAPUR PATNA BR

विषय कोड Subject Code	विषय Subject	ग्रेड Grade	ग्रेड बिंदु (जी पी) Grade Point (GP)
101	ENGLISH COMM.	B2	07 (SEVEN)
122	COMM. SANSKRIT	A2	09 (NINE)
041	MATHEMATICS	B2	07 (SEVEN)
086	SCIENCE	B2	07 (SEVEN)
087	SOCIAL SCIENCE	B2	07 (SEVEN)

संचयी ग्रेड बिंदु औसत (जी पी पी ए) / Cumulative Grade Point Average (CGPA): 07.40
परिणाम Result: ELIGIBLE FOR QUALIFYING CERTIFICATE

AB : विषय में अनुपस्थित Absent in the Subject

--- विद्यार्थी / प्रायोगिक कौशल / प्रायोगिक / आंतरिक मूल्यांकन में अनुपस्थित
Absent in Theory / Practical Skill / Practical / Internal Assessment

दिनांक Delhi 28-05-2010

टिप्पणी / Note: औद्योगिक अध्ययन की योजना के अनुसार जोतिरित छठे विषय को छोड़कर सभी विषयों में अधिक ग्रेड बिंदुओं का औसत है।
The CGPA is the average of Grade Points obtained in all the subjects excluding additional 6th subject as per Scheme of Studies.

ग्रेड बिंदु की निर्देशात्मक समानता तथा अंकों की प्रतिशतता की निम्नानुसार निर्धारित किया जा सकता है।
An indicative equivalence of Grade Point and Percentage of Marks can be assessed as follows:

→ विषयवार अंकों की निर्देशात्मक प्रतिशतता = $9.5 \times$ विषय का जीपी Subject wise indicative percentage of marks = $9.5 \times$ GP of the subject

→ अंकों की समग्र निर्देशात्मक प्रतिशतता = $9.5 \times$ औसत ग्रेड बिंदु Overall indicative percentage of marks = $9.5 \times$ CGPA

(M. Sharma)

परीक्षा नियंत्रक
Controller of Examinations



बिहार विद्यालय परीक्षा समिति, पटना
BIHAR SCHOOL EXAMINATION BOARD, PATNA
अंक विवरणिका MARKS STATEMENT

इन्टरमीडिएट परीक्षा, 2012 INTERMEDIATE EXAMINATION, 2012

नाम Name **VICKY RAJ**

पिता का नाम Father's Name **RAJ KUMAR**

महाविद्यालय College **COLLEGE OF COMMERCE, PATNA**

रोल कोड Roll Code **1109**

क्रमांक Roll No. **20609**

पंजीकृत संख्या Enlistment No. **1109-R-0226/10**

संकाय Faculty **COMMERCE**

विषय का नाम SUBJECT NAME	कुल अंक F.Marks	पास अंक P.Marks	प्राप्त अंक MARKS OBTAINED				विषय का कुल Subject Total
			स. कुल Theory	प्रायोगिक Practical	Reg.		
					Th.	Pr.	
1. अनिवार्य COMPULSORY :							
R B NON-HINDI	050	015	032				
ALTERNATIVE ENGLISH	050	015	044				0760
ENGLISH	100	030	056				056
2. वैकल्पिक OPTIONAL :							
ACCOUNTANCY	100	030	060				060
BUSINESS STUDIES	100	030	068				068
ECONOMICS	100	030	065				065
3. अतिरिक्त ADDITIONAL :							
प्राप्त अंक AGGREGATE MARKS : THREE HUNDRED TWENTY FIVE							325
परिणाम RESULT							1ST DIVISION

Dated, **11-06-2012**

PATNA-800 001

Lal Singh
 Secretary

Roll No.: 182250694716



MAGADH UNIVERSITY



Sr/No.: 06978
Regn.No.: 2021225226/15

BODH GAYA

PROVISIONAL CERTIFICATE

This is to certify that VICKY RAJ S/D RAJ KUMAR

a Student of (202) A. N. COLLEGE, PATNA passed the B.C.A. Bachelor of Computer Application

Examination 2018 of this university held in the month of May-2018 and He / She has been

placed in First Class Class.

BODH GAYA

Dated : 20-July-2018

Controller of Examinations

TPR/OA/2417/2023

01-Dec-2024

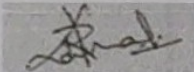
TO WHOMSOEVER IT MAY CONCERN

This is to certify that Mr VICKY RAJ was employed with us and deputed to ONEASSIST CONSUMER SOLUTIONS PVT LTD worked as **TEAM LEADER** from 16-Nov-2023 to 15-Sep-2024

During the period of His assignment, we found His Sincere, hardworking and duty bound.

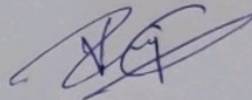
We wish His a Good Luck in all His future endeavours.

For TalentPro India HR Private Limited



Kamala Kannan

Senior Manager - Staffing





भारत सरकार
Government of India



Aadhaar no. issued: 15/07/2015



विजय राज
Vicky Raj
जन्म तिथि/DOB: 02/02/1995
पुरुष/ MALE

आधार प्रमाण का प्रमाण है, नागरिकता या जन्मतिथि का नहीं।
इसका उपयोग सत्यापन (ऑनलाइन प्रमाणिकरण, या क्यूआर कोड/
ऑफलाइन एक्सएमएल की स्कैनिंग) के साथ किया जाना चाहिए।
Aadhaar is proof of identity, not of citizenship
or date of birth. It should be used with verification (online
authentication, or scanning of QR code / offline XML).

9154 5432 3945

मेरा आधार, मेरी पहचान



भारतीय विशिष्ट पहचान प्राधिकरण
Unique Identification Authority of India



पता:
आसमज: राज कुमार, पॉस्ट नं-2, परसा, परसा, पटना,
बिहार - 804453
Address:
S/O: Raj Kumar, ward no-2, Parsa Parsa,
PO: Parsa, DIST: Patna
Bihar - 804453



Details as on 06/09/2023

9154 5432 3945

VID : 9189 4172 8964 9963



1947



help@uidai.gov.in



www.uidai.gov.in

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आयकर विभाग
INCOME TAX DEPARTMENT



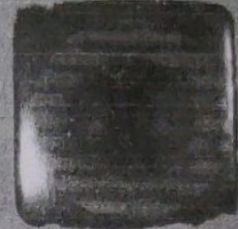
भारत सरकार
GOVT. OF INDIA

VICKY RAJ
RAJ KUMAR
02/02/1995

Permanent Account Number

CFWPR1835K

Signature



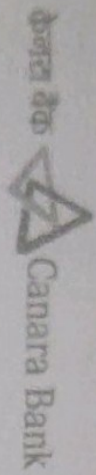
vivo

AFFRICATE MOBILE CARE PVT LTD

2ND Floor, Magadh Nareesh Building, Opp KFC, Kankarbagh, Main Road-800020

Feb Salary Slip

Employee Details		Payment & Leave Details	
Employee ID	IN3001234	Bank Name	canara Bank
Employee Name	Vicky Raj	Acc No	0352101043359
Degn	Assistant manager	UAN No	0
Department	service	ESIC No	NA
PAN No:	CFWPR1835K	Effective Days	31
DOJ:	9-Sep-24	Leave Bal	
Earnings			
	Amount	Deductions	Actual
BASIC	10504	PF	1260
HRA	5252	ESIC	0
CONVEYANCE	1600	Other Deduction	
CITY			
COMPENSATORY ALLOWANCE	4452		
NEW LEVEL ALLOWANCE	0		
MEDICAL ALLOWANCE	4452		
ARREAR	0		
Overtime payment	0		
Total Earning	26260	Total Deduction	1260
Net Pay	25000	This is a system generated payslip and does not require a signature	



PATNA SOUTH GANDHI MAIDAN MAIN Branch
PATNA BIHAR 800001
IFSC : CNRB0000352

2015/PSSCB

Valid for three months only from the date of instrument
MULTI-CITY SB

D D M M Y Y Y Y

Pay

या धारक को Or Bearer

Rupees रुपये

अदा करें

₹

Acc No.

0352101043359

Payable at par at all our branches in India

947549 8000150021

31

VICKY RAJ
Please sign above

