

PANKAJ JANGRA

House No.01, Najafgarh, New Delhi-110043

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Date of Birth: January 12, 1996

Objective

To be associated with a company, with committed & dedicated people, so as to explore myself. Would like to work as a key player in a friendly, challenging & creative environment with the sole aim of progress.

Educational Credentials

- ❖ BBM (Bachelor of Business Management) in CRM passed from Managalam.
- ❖ 12th passed from C.B.S.E Board.
- ❖ 10th passed from C.B.S.E Board.

Technical Skills

- ❖ Software Diploma from ICON Institute.

Experience

Worked with **Vedic Ayur Cure** and **E-store India** as a Franchisee Relationship Manager and Team Leader from December 2020 to September 2022.

- ❖ Handling Customer Care, Billing, Branding, Designing and Logistics Departments as a Team Leader.
- ❖ Reporting Manager of Auditors and Warehouses.
- ❖ Handling my team members and assigning them task on daily basis.
- ❖ Managing courier services and tracking orders from pickup to delivery.
- ❖ Coordinate with the Logistic for delivery of products on time.
- ❖ Solving the queries of our Leaders on calls and on meetings.
- ❖ Handling and resolving all the complaints of our Leaders.

- ❖ Coordinating with Warehouses.
- ❖ Maintaining the billing of reorder stocks in New Franchisees and E-store Malls.

Worked with **Glaze Trading India Pvt Ltd** as a Relationship Manager from August 2017 to March 2020.

- ❖ Handled High Level Distributors queries.
- ❖ Followed communication procedures, guidelines and document all according to the system.
- ❖ Maintained follow-ups over calls and resolved Distributors issues and queries.
- ❖ Managed overall responsibilities including Distributors expectations and recorded their requirements.
- ❖ Maintained relationships with Distributor's by making events, seminars and meetings to understand their needs.

Worked with **Eshakti Pvt Ltd** as a Coordinator in 2017.

- ❖ Co-ordinated with backend team.
- ❖ Understand requirements of customers and send proposals.

Worked with **Impulse Group** as a Promoter from 2016 to 2017.

- ❖ Managed meetings with the Clients at their locations like Schools, College's, Hospitals and Engineering Offices to promote our company.

Worked with **Busa Management and Marketing Ltd** as a Promoter from 2015 to 2016.

- ❖ Maintained and developed relationships with existing customers.
- ❖ Sales Planning & Execution.
- ❖ Managed and developed the customers regularly.
- ❖ Customer visited in the field.

Skills Sets

- ❖ Strong analytical, problem solving, organizational ability.
- ❖ Operating system: Windows, Android.
- ❖ Adequate Knowledge of Internet, MS office (MS Word, Power Point).

Co-Curricular Activities

- ❖ Winner of Grandeur Mr. Delhi/NCR 2022.
- ❖ Winner of Star Face 2020.
- ❖ Finalist of Mr. Asia Glamour 2020.

Positive Assets

- ❖ Adaptive
- ❖ Flexible
- ❖ Team Player
- ❖ Positive Attitude

DECLARATION

I hereby, declare that all the above mentioned information is true to the best of my knowledge.

Place: New Delhi

Date:

(PANKAJ JANGRA)