

Skills

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| Technical Skills | :Advanced Excel, vlookup, hlookup, MSoffice(Excel, word, ppt), Data Analysis |
| Other Skills | :Analytical Skills, Business Analysis, Communication, Customer Acquisition, Customer Experience, E-Commerce Delivery Performance, English, Leadership, Pressure Situations, Team Management, Performance Oriented |

Experience

Flipkart Private Limited

December 2023 – Present

Executive

Rewa, India

- Currently leading operations and overseeing customer experience across **Madhya pradesh state**
- Managing a team of Team Leads, helpers, and over **100** Wishmasters, ensuring seamless operational execution through daily huddles and strategy communication
- As a professional dedicated to fostering operational excellence, I continuously strive to elevate service quality, not only meeting but surpassing customer expectations. My focus is on implementing innovative strategies and streamlining processes to drive sustainable growth and deliver exceptional **customer experiences**
- Optimizing logistics processes and enhancing customer satisfaction through prompt and efficient issue resolution.
- Create the Runsheet/Pickup sheet and assign daily work to WM's.
- Focusing on enhancing productivity and driving successful last-mile operations through clear communication and collaborative leadership.
- Provide en-route support to Wishmasters and take appropriate actions as needed.

Awadh Logistics

May 2023 – December 2023

Supervisor

indore, India

- Ensured timely shipments, including managing same-day and time-specific clearances.
- Oversaw the reverse pickup process by assigning tasks to executives and auditing pending shipments to maintain efficiency.
- Managed end-to-end operations across either large sites or a combination of smaller sites, overseeing both inbound and outbound processes.
Continuously improved delivery performance and conducted 4M and 5S audits daily at the delivery station.
- Directed performance management for team members, developing and implementing training and development plans.
- Meeting customer-facing metrics while maintaining cost targets and upholding the safety and morale of the team
- Sorted shipments according to defined routes.

Anmol Softech

January 2022 – May 2023

Business Development Executive

indore, India

- Served as a Business Development Executive (BDE), proficient in sales platforms such as Freelancer and Upwork.
- Facilitated seamless onboarding by converting client requirements into actionable technical plans, providing continuous support throughout the implementation process.
- Engaged in cold calling, prospecting, and building relationships with US-based clients to set up high-impact meetings.
- Delivered technical presentations and product demos to clients in India and international markets, ensuring alignment of solutions with client needs and translating them into clear technical proposals.

Education

Awadesh Pratap Singh University, Rewa

Aug 2018 – June 2021

Master of Computer Applications-MCA, Computer Science

Rewa, madhya pradesh