

# CURRICULUM VITAE

ADDRESS: F. No-974 2<sup>nd</sup> Floor,  
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**DHANANJAY KUMAR SINGH**

Job Objective: Seeking any suitable position in operation with reputable organization in which my experience can be a positive influence on the growth of company.

## AREAS OF EXPERTISE:

- ❖ Customer service

## Present Employer

- Currently Associated with **Sampark India Logistics Private Limited**(Joined on 4<sup>th</sup> June 2018)
- **Role :Key Accounts Manager(Customer Relationship Manager)**
- **Client: M/s. Shahi Export Private Limited.**

## Responsibilities

- ❖ Maintain the relationship's of the company with its most important clients.
- ❖ Answering all queries of the client regarding the consignment (Inbound & Outbound).
- ❖ Prepare the MIS on daily basis Inbound & Outbound.
- ❖ Provide the stock details on daily basis and deliver the consignment as on client requirement.
- ❖ Coordinating with our team & client for smooth movement.
- ❖ Keeping track on shipment and updating the status to client on daily basis.
- ❖ If any damages or missing occur at the time of transit will coordinating with our team and client to settle the claim.
- ❖ Coordinating with destination braches for the delivery of the shipment with care.
- ❖ Coordinating with other departments/HO/branches for the smooth flow of work.

## Key Handling (INBOUND & OUTBOUND)

## Previous Work History:

- ❖ M/s. Maxwell Logistics Pvt Ltd. (From 21<sup>st</sup> March 2016 To 2<sup>nd</sup> May 2018 )  
**Role – Sr. Coordinator - Customer Service /Operation Support/ Inside Sales.**  
**Clients: Godrej Industries Ltd,**  
**Reboot Systems Pvt Ltd,**  
**Myntra,**  
**Wipro,**  
**Tata Motors,**  
**ITC Hotels,**  
**Rent works India,**  
**Ultratech Cement**

#### ❖ Responsibilities

- ❖ Handling toll free/web/corporate enquiries.
- ❖ Arranging for telephonic/physical survey.
- ❖ Answering all queries of the client regarding relocation process.
- ❖ Forwarding costing for other branches /moving partners/HO
- ❖ Sending quotation to clients with good profit margin.
- ❖ Negotiating on quotations and booking the jobs.
- ❖ Scheduling jobs with all requirements like manpower/Vehicles/Packing Material.
- ❖ Coordinating with supervisor/packers/client for good packing and smooth pick up.
- ❖ Keeping track on shipment and updating the status to client on daily basis.
- ❖ Submitting invoices and following up the payments.
- ❖ If any damages occur at the time of transit will coordinating with insurance team and client to settle the claim.
- ❖ Coordinating with destination branches for the delivery of the shipment with care.
- ❖ Coordinating with other departments/HO/branches for the smooth flow of work.

❖ Jan 2014 To Mar 2016 Associated with PM Relocation Pvt.Ltd., Bangalore.  
(Role- Coordinator)

❖ Jan 2011 To Dec 2013 Associated with Shiv Golden Logistics Pvt.Ltd ,Bangalore  
(Role- Sr Operation Executive)

❖ Jan 07 to May 11 -Associated with Arya Communication Ltd.  
(Role- W/H Supervisor)  
Client: Tata Communication Ltd. Location: Kolkata

#### Work in Purchase Dept.

- ❖ To get the quotation from suppliers for packing materials, Printing & Stationery etc.
- ❖ Make the purchase order and follow up and negotiate with supplier for procuring the material timely and below the company costing .follow up supplier payments on time with finance Department.

#### ACADEMIC CREDENTIALS

2001 Graduation in BCom (H) from Jay Prakash University, Chhapra (Bihar) Secured: 51%.  
1998 12th from R.D. & D.JCollege, Munger (I.Com) and secured: 58%  
1995 10th from N.K. High School, Munger (Bihar Board.) and Secured: 59.3%

#### PROFESSIONAL COURSE:

2004 DCA from United Institute of Computer Education. (ISM Siwan) Secured: 75%, Grade “B”.

#### Technical Skills and Summary of Work Experience

- ❖ Configuration of Operating Systems: Microsoft Windows 98/2000, Windows 2003 and 2000 server, Windows 2000 professional, Windows XP Home.
- ❖ Backup & Restore.
- ❖ Installation of Application Software.
- ❖ Installation, Configuration and Troubleshooting S/W and H/W problems.

## Computer Proficiency

- ❖ MS Word
- ❖ MS Excel
- ❖ Internet

## PERSONAL DETAILS:

Date of Birth	: 05th March 1980.
Father's Name	: Shri Raj Kumar Singh.
Sex	: Male.
Marital Status	: Married.
Languages Known	: Hindi, English.
Nationality	: Indian.
Permanent Address	: Vill-Munger, P.O-Basudevapur, Distt-Munger (Bihar)
Hobbies	: Playing and watching Cricket, making new friends
References	: Available upon request.
Strengths	: Team Spirit High Will Power

## Declaration

**All the information given above is true and fair to the best of my knowledge and belief.**

**Date:**  
**Place: Bangalore**

**Signature:**  
**(Dhananjay Singh)**