

## SUMMARY

Proficiency in monitoring various operations and maintaining long-term customer relationships through the provision of high-quality service. A positive thinker capable of developing and managing warm relationship with guests. Possess excellent interpersonal, communication and organizational skills with proven abilities in training & development and customer relationship management.

## PROFESSIONAL EXPERIENCE

### Associate

June 2018 - July 2019

#### Delhivery Pvt. Ltd.

- Handled Premium Client's for Delhivery Like Speed B2B, Global 360 (B2B), The Fast B2B. Handling Client as Single Point of Contact (SPOC) for All Client Escalation.
- Handling monthly Performance report of deliveries and pickups.
- Handling the PAN India Level First Mile Operation for All Major Client & Ensure that All Shipment must be picked up & Same day Connected to Destination as per Agreed SLA TimeFrame.
- Overall Responsible for Last Mile Operation for PAN India Level for All Client and ensure that shipment must reach in Destination Branch & HUB within SLA Time frame & same be attempted within time.
- Handling RTO Operation - Ensure that All Shipment must Delivered at Vendor / WH Location & handling Dispute Part.

### CS Executive

May 2016 - November 2017

#### Blue Dart Express LTD

- Was worked as CS Executive.
- Handle all the Marketplaces like (Flipkart, Snapdeal, Paytm, Lulu and Sky etc).
- Taking care of Snatching issues, urgent shipment deliveries, MIS etc.
- Reviewing progress and results with client and (senior) management. Supporting in determination of problem priority, service levels and remedial action. Coordinate with business partners for reverse pickups and deliveries.

## EDUCATION

### Bachelor in Commerce

June 2009

#### Mahatma Jyotiba Phule Rohilkhand University, Bareilly

### Master's in Social Work (MSW)

June 2011

#### Mahatma Jyotiba Phule Rohilkhand University, Bareilly

## KEY SKILLS

Operating System

Windows XP

Excel

word

### Delhivery Private Limited

Address - Plot 5 , Sector 44 , Gurugram , Haryana - 122002

Jagtar Singh

Designation - Manager

Contact No - +919599448905