**Name: Rajeev Sharma**

**Master of Business Administration**

**(Operations mgt)**

**Career Objective**

**To join, a company where employees are considered as valuable assets. A company who judge a candidate with his skills, educational background and ability to perform well, not merely based on similar past experience but ability to accept and perform new job challenges. A well educated, skilled and sincere applicant is able to perform in various job profiles not merely in a single profile frame as no two profiles can exactly be same.**

**Skills Set**

* **A result oriented professional, able to handle complex situations, knowledgeable in various verticals of business operations.**
* **Excellent on achieving Service-Level-Agreement and handling administration in coordination with internal/external departments.**
* **A professional who is adaptable and quick learner, able to perform in various job roles.**
* **Highly effective in Client handling & customer relationship management.**
* **Highly effective in vendor management, sourcing and selection optimization.**
* **Highly effective in administration, and HR generalist role.**
* **Effective communicator & team leader combined with flexible and detail oriented attitude with the ability to interact effectively with people of diverse background across globe.**
* **Well versed with the concepts of Business management, Globalization, Corporate Social Responsibility and Team Leadership.**
* **Well versed with the applications of Information Technology/Techno-savvy.**

**Academic/ Professional Qualifications**

* **MBA (Regular) Operations Management, University of Liverpool, United Kingdom in 2008.**
* **BCA (Computers) KIET Group of Colleges, Ghaziabad in 2005.**
* **SSC (Physics, Chemistry, Maths) from** **T.R.M. Public School, C.B.S.E Board**, **Ghaziabad 2001**.
* **HSC from** **T.R.M. Public School, C.B.S.E Board**, **Ghaziabad**, **1999.**

**Core Competencies**

* **Core Operations – Frontend and Backend Operations.**
* **Customer Experience – Customer Service, Key accounts management, Customer care.**
* **SCM– Logistics and warehousing operations and Hospitality Operations.**
* **Software Proficiency - Computer applications, SAP (SD), ERP, Advance Excel, Power point.**
* **Interpersonal and Coordination skills, Follow-up on work progress.**

**Experience**

**Having 3 years of experience in Hospitality Operations with BURGER KING Corporation**

**Operations One Year as Shift Incharge - Liverpool, United Kingdom (2008 – 2011) (References available).**

**CEAT Tyres C&F - Ghaziabad**

**Operations Coordinator – Logistics and Warehousing (2012 – 2015)**

**Last Working:**

**Flipkart Internet (P) Ltd. - New Delhi**

**Customer Experience Coach (CEC) – January 2016 - June 2016**

* **Ensuring excellent Customer Experience by continuously coaching field executive on defined customer interaction norms and ensuring reporting as per defined norms.**
* **Root-Cause-Analysis (RCA): Handling customers complains and investigating the root cause.**
* **Induction and Training for all new joinees as per training plan and conduct refreshers to update process trainings, customer escalations, wrong ERP updates, and misbehavior by taking daily huddle.**
* **Employee Engagement through activities like birthday celebrations, success moments etc.**
* **Grooming standards and make sure all field executives have FHR ID and uniform prior to go out on delivery.**
* **Adherence to Health & Safety norms and to ensure Hygiene standards at the Hub/Center.**

**Personal Details**

**Date of Birth : 2nd May, 1984**

**Address : 527 Krishna Colony, Muradnagar, Ghaziabad.**

**Phone no. : 9457704766**

**Email :** [**rajiv-sharma@outlook.com**](mailto:rajiv-sharma@outlook.com) **References : Available upon request**