DHARAMVEER

**H.NO L-366 LAXMAN PURI RAM NAGAR PAHAR GANJ NEW DELHI -110055**

**MOBILE: 9811573191/9582403928**

**EMAILD:** [**VEERVERMA24@GMAIL.COM**](mailto:VEERVERMA24@GMAIL.COM)**, VEER\_VERMA22@YAHOO.CO.IN**

**Objective**

To excel high in the world of business development while seeking challenging, intellectually stimulating opportunities that optimizes my skills and versatile experience and also provides scope for future growth.

**Professional Experience (Total 11 Years & 1 Months)**

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**DTDC EXPRESS LTD**

**As a Channel Management Officer**

**From 8th Sept2018 to till date.**

**JOB RESPONSIBILITIES:-**

* Build positive working relationship with partners to ensure smooth partner services.
* Identify, recruit and on-board new channel partners to build business.
* Manage new and existing channel partners to increase product sales.
* Coordinate with partners to identify new business opportunities for revenue generation.
* Educate partners on product portfolio and complimentary services offered.
* Work with partners to conduct product presentations to end users.
* Provide proposals, quotations and pricings to partners.
* Analyze sales contracts with respect to legal and financial perspectives.
* Develop profitable business model based on market trends and competitor activity.
* Implement sales programs for product positioning and promotions.
* Ensure that partners are up-to-date with product information.
* Introduce new products and its features to partners.
* Conduct business review with partners and recommend improvements
* Network expansion.
* Collection should be collect through all channel partners with in mzo.
* Convert Non trader channel partners into new channel partners by filterlization.

**BLUE DART EXPRESS LTD.**

*Senior Counter Staff in Retail Department*

from June 2014 to 6th June 2018.

**JOB PROFILE:–**

* Attend the customer and convey to take our courier services.
* Handle cash transactions with customers using cash registers
* Issue receipts, refunds, change or tickets
* Redeem stamps and coupons
* Make sales referrals, cross-sell products and introduce new ones
* Resolve customer complaints, guide them and provide relevant information
* Greet customers when entering or leaving establishments
* Maintain clean and tidy checkout areas
* Keep reports of transactions
* Bag, box or wrap packages
* Pleasantly deal with customers to ensure satisfaction
* Should assist the customers at the counter with their queries and at the same time provide them with the resolution effectively.
* Should ask questions and provide relevant information to the customers that they might need and then list down the orders which the customers might purchase thereby providing them excellent service.
* Must treat all the customers with respect and courtesy.
* Should mention each and every record in the computer including customer details and customer orders, pricing, quotations and should be able to retrieve it whenever needed.
* Need to follow up on the orders which the customer makes and should be upbeat while resolving problems and ensuring customer satisfaction.
* Should provide with quotes of various quotes which is appropriate.
* Should also update the product details with any of the resources working in a continuous manner.
* Keep yourself updated with the product inventory and its functionality.
* Communicate effectively with the customers regarding any relevant procedures and policies which might be beneficial to them.
* Must check the quality and the quality of the product which is brought into the warehouse, need to verify it depending on the order made initially.
* Ensure that each product is stacked as per their location in the warehouse and organize it effectively.
* Should ensure that they follow each safety rules assigned.
* Should be active enough to inform the manager of any potential harmful condition.
* Perform inspections of the delivery vehicle whenever required.
* Attend the customer and convey to take our courier services.
* Build to positive and long-lasting relationship with customer.
* Increase revenue of ratail counter.
* Tracking the shipment untill not to be deliverd at destination.

**BLUE DART EXPRESS LTD**.

*As a computer operator in EDP Analyst Department* from September 2010 to June 2014

**JOB PROFILE:–**

* Process the data through the foxr pro dos basis programme.
* Network (LAN setting) thrNetwork (LAN setting) through the server room by pass the switcher and modem.
* Do data entry on c2pc software.
* Make customer monthly dispatch report on MIS.
* Installing and configuring computer hardware, software, systems, networks, printers and scanners
* Monitoring and maintaining computer systems and networks
* Responding in a timely manner to service issues and requests
* Providing technical support across the company (this may be in person or over the phone)
* Setting up accounts for new users
* Repairing and replacing equipment as necessary
* Testing new technology
* Possibly training more junior staff members
* Record, initiate enter the cargos or shipments to the logistics system to ensure existing information for further processing.

**Supporting in Operation:-**

* Responsible for overall operational management and performance of Hub and delivery operations.
* Assign delivery to couriers according to schedules and route plans.
* Ensure that the process and employees are working smoothly and efficiently.
* Achieve KPI & SLA of delivery & pickup commitment.
* Supervise staff to ensure that safety best practices are being followed while handling shipments.
* Train and develop industry best practices and SOPs to operations and customer service team members.
* Evaluate all aspects of employee performance and provide coaching or discipline as needed.
* Provide operations staff with guidance and support to cope with volume growth.
* Reassign responsibilities based on change in volumes or geography.
* Responsible for connect the shipment on their cut- off time.

**ICICI BANK LTD (VIDEOCON TOWER)**

*CPA Executive (pay roll of RANDSTAD HR SERVICES PVT LTD )* from March 2010 to September 2010

**Job Responsibilities -**

* Manage the Application Processing System (APS) of t Manage the Application Processing System (APS) of the bank .
* Communication with bank for Pre/Post status of files.
* To analysis the hold files & to make the MIS report on it.
* Reporting to Credit Manager / Area Credit Manager.
* Communication with bank for Pre/Post status of files
* Ensuring the file is complete with respect to K.Y.C and the oEnsuring the file is complete with respect to K.. Y. C. and the other documents as per Criteria.
* Under the policy and move it for process in Upper Level.

**Fullerton India credit company ltd**

*Booking officer in Operation (pay roll of CALIBHER & IMS)* from

May 2009 to February 2010.

**JOB PROFILE:–**

* Processing file and data entry.
* Detail data entry of same.
* Checking DE dupe & cibil updating on the online prescribed software.
* Ensuring coordination among the sales team and credit management.
* Calculating eligibility of the customer on the basis of provides docs and policy.
* Processing the file lo-gin to basic data entry to cam and still to disbursement.

**JOB RESPONSBILITIES:–**

* Identify the fraud customer on the basis of TVR, ITR and Pan Card, DL, Banking, and 

refer it to RCU and FCU department.

* Co Ordinate with the Credit manager for clarification and exception.
* Regular Flow up mails for changed of Product Policies.
* Mail Total lo-gin report on the daily basis to our seniors and credit managers.

**Barclay's Finance- Personal Loan Division**

*Processing Officer (pay roll of A T S services & Calibehr)* from August 2008 to March 2009

**Job Responsibilities-**

* Manage the Indus & Digi of the bank.
* Calculate Loan according to the profile and eligibility of a customer.
* Supervision for the entire processes of all Cases.
* Preparing & Maintaining MIS of Log-in, Disbursal, all kind of rejects, Customer Walk-in, extracting the data
* req. for various report and analysis of that files which I Processed.
* To satisfy the customers according to their requirement in personal loan.

**ICICI BANK LTD** at VIDEOCON TOWER

*As a CPA Executive in Auto Loans department. (pay roll of TEAM HR SERVICES PVT LTD)*

from December 2007 to August 2008

**Job Responsibilities -**

* Manage the Application Processing System (APS) of the bank.
* Communication with bank for Pre/Post status of files.
* To analysis the hold files & to make the MIS report on it.
* Reporting to Credit Manager / Area Credit Manager.
* Communication with bank for Pre/Post status of files
* Ensuring the file is complete with respect to K.Y.C and the other documents as per Criteria.
* Under the policy and move it for process in Upper Level.

**COMPUTER EXPOSURE:–**

* Six months basic diploma in Computer.
* Knowledge of Ms Office, Ms Excel, Ms Word.
* Knowledge of vlookup, hlookup, pivot tabel.
* Good knowledge of internet and hardware.
* Excellent typing speed in Alphabetic and numerical also.
* Hardware knowledge of computer
* Windows installation, troubleshooting.

**Educational Qualification**

* 10th from CBSE In 2004
* 12thfrom CBSE In 2006
* B.Com. from D.U. With 2nd grade in 2015

**Achievements in Extra Curricular Activities**

* Received A certificate from National cadet Core (N.C.C).
* Received first-aid certificate from Red Cross by President of India.
* Received state level sports certificate in Kabbadi Tournament.

**TECHNICAL SKILLS PERSONAL DETAILS**

MS OFFICE **DATE OF BIRTH**22.08.1988

TROUBLESHOOTING **FATHER’S NAME** NAND KISHORE

WINDOWS INSTLATTION **MARITIAL STATUS**MARRIED

HLOOKUP **LANGUAGES KNOWN** ENGLISH,HINDI

PIVOT TABLE**NATIONALITY**  INDIAN

INTERNET & HARDWARE

TYPING

**CUSTOMER SERVICE SKILLS**

* PATIENCE.
* ATTENTIVENESS
* CLEAR COMMUNICATION SKILLS
* KNOWLEDGE OF THE PRODUCT OR SERVICE
* ABILITY TO USE POSITIVE LANGUAGE
* ACTING SKILLS
* TIME MANAGEMENT SKILLS
* ABILITY TO READ CUSTOMERS

**ACHIVEMENTS**

* GOT BRAWO AWARD TO MAKE NEW SALE RECORD FROM A NEW RETAIL COUNTER OF BLUE DART.
* GOT TRUE BLUE DART AWARD FOR SUCESSFULLY COMPLETING FIVE YEARS IN BLUE DART.

I hereby certify that above information’s given is true as per my records and belief.

**Typing Speed**

**English (50 w.p.m.)**

**Numerical (50 wpm.)**

Place:

Date: (DHARAMVEER)