**Rajat Sharma**

**Mob:- 9958456341**

E-mail:[rajatsharma12075@gmail.com](mailto:rajatsharma12075@gmail.com)raentcp@gmail.com

**CAREER GOAL: Seeking assignments in Office Coordination / operation dept. in an organization with a progressive work environment, autonomy in operations, employee empowerment and right opportunities for growth.**

**SYNOPSIS**

* 03years of experience in customer relationship & operationDepartment work.
* 04years of experience in DTDC COURIER LTD. As channel executive channel executive – north delhi
* I believe in establishing, milestones, streamlining workflow and creating a teamwork environment to enhance productivity innovatively

**WORK EXPERIENCE**

**PROFESSIONAL EXPERIENCE**

**1 DTDC COURIER & CARGO LTD**

Working Experience (1st Jan 2008 to 2019)

Division: SALES

Position Held: Asst: Channel Manager – North Delhi

**WORK PROFILE:**

Managing and Designing the module of internal devision.organizing the meetings with External & Internal customer as well.

Tracking and Monitoring Customer Queries at individual level as well as Team Level

Handeling the operation for inbound out bound for four branches.

* Inbound/out bound operation & sales
* Manifesting details.
* MIS generation
* Performance mapping of branches
* Performance mapping of channel partner

**Achievement & Responsibilities**

* Managing and Designing operation module to provide ultimate satisfaction

Monitoring performance level of the individual team member and providing proper training and development to them in order to achieve the business objective of the company

Providing solutions for the undelivered consignments, disputed consignments for the reason of excess freight, to-pay problem, octroi and entry tax problem, damage or short delivery.

**Educational Qualification**

* Graduate from Delhi University in 2008
* XIIth passed from C.B.S.E Delhi in 2003
* Xth passed from C.B.S.E Delhi in 2001

**Computer efficiency**

* Ms- dos
* Ms- Word
* Ms-Power point
* Ms- Excel
* Ms-Access
* Ms-Outlook
* Page Maker
* Photo Shop
* Corel Draw

**Personal Detail**

Name : - Rajat Sharma

Father Name : - ShriJagdishChand Sharma

Date Of Birth : - 30th Oct 1982

Sax : - Male

Nationality : - Indian

Martial Status : - Bachelor

Language Known : - English, Hindi,

Passport details :- as per need

**Hobbies & interest**

* Watching Cricket and Listening Music

**Date:**

**Place: Delhi (Rajat Sharma)**