

Piyush Kumar Pandey

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address: Surya Apartment II, 21/482, Flat No. G-5 Indira Nagar Lucknow – 226016

PIYUSH KUMAR PANDEY

Career Objective:

Working for an organization that will help me grow as a professional and provide opportunities to leverage my knowledge and experience in order to achieve organizational goals.

Professional Summary:

- ✚ Motivated and flexible to learn, take up new challenges and exceed expectation.
- ✚ Achieved performance goals by negotiating new contracts and bringing efficiency to the existing branches of BMF (BringMyFood)
- ✚ Team player, quickly adopt changes, motivate and empower team members.
- ✚ Maintain client interaction and build & sustain trusted relationships.
- ✚ Excellent problem solving, effective communication, sound decision making and interpersonal skills to collaborate with stakeholders.
- ✚ Excellent attention to details and conflict management skills
- ✚ Highly responsive to customer's changing needs and explore opportunities for process improvements

Skills:

- ✚ Computer Software & Operating Systems: MS Windows 10, MS Office (Excel, Word, PowerPoint), MS Outlook
- ✚ Accounting Applications: Tally
- ✚ Tools and Techniques: Planning, Meetings, Product Surveys, Reporting, Requirement Gathering, Performance Review, Testing, Comparative Analysis

Work Experience:

Branch Manager, Customer Service & Operations

Jul, 2019 – Mar, 2021

BMF Technologies Pvt. Ltd. | Client – OYO Hotel

Overview – Branch Operations and Customer Service:

BMF (BringMyFood) has been into food chain business to cater food services need of major hotels by leveraging their user-friendly food ordering system app. As part of the expansion plan, BMF started opening branches across major mid-tier cities like Lucknow, Varanasi to have their footprint and capture market share. I got an opportunity with this start-up to help them stabilize their operations and drive revenue generation with expansion plan.

Key Responsibilities:

- ✓ Helped in setting up new branches across Lucknow and Varanasi
- ✓ Managed cost, expenses and revenue of the current and new branches to cater increased orders
- ✓ Provide feedback in terms of improving functionalities of the app for user experience





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- ✓ Established solid network to expedite deliveries of food and meeting committed thresholds
- ✓ Ensure staff training and compliance to meet quality of food standards
- ✓ Helping with cost reduction to increase profitability by bringing process efficiencies
- ✓ Interacting with client stakeholders for feedback and new business opportunities
- ✓ Managing invoicing, payments, taxation and other accounting activities of assigned branches


Certification:

-  CCC Certification from NIELT
-  Tally Certification from NIIT
-  MS – Working from NIIT
-  Professional development course from TCS iON Career Edge

Education:

-  Master of Commerce:Accounts & Marketing:
Completed in Aug, 2021 from Siddharth University,Kapilvastu, UP– India
-  Bachelor of Commerce:Accounts & Finance:
Completed in Jul, 2018 from Jai Prakash University (JPU), Chhapra, Bihar– India
-  Higher Secondary: Physics, Chemistry & Maths:
Completed in 2013 from Raja Ram Singh Inter College, Balliya (UP Board)
-  Secondary Examination:
Completed in 2010 from Imperial Public School, Hathua (CBSE Board)

Hobbies:

-  Playing Cricket, Traveling, listening soft music

Declaration:

I do hereby declare that the above information is true to the best of my knowledge.

Piyush Kumar Pandey