

# VIVEK SHRIVAS

**Phone** :- +91 6261582722 **Local Address** :- T1-106 , Dwarika Dham ,Pune

**Email** :- [vivekshrivas.work@gmail.com](mailto:vivekshrivas.work@gmail.com)

## OPERATIONS MANAGER

Managed daily branch operations, cash flow, and financial reporting. Oversaw on-time logistics and delivery processes, improving efficiency and customer satisfaction. Built strong client relationships through consistent service and prompt issue resolution.

## WORK EXPERIENCE

### SM-EXPRESS — Bilaspur (C.G.) — Operations Manager

May 2024 - May 2025

- Managed daily cash flow and ensured accurate financial reporting for branch operations.
- Oversaw the timely delivery of logistics, consistently maintaining an excellent on-time delivery record.
- Implemented efficient delivery processes, resulting in improved operational productivity and customer satisfaction.
- Built strong client relationships through consistent service quality and prompt issue resolution.
- Played a key role in increasing customer satisfaction by ensuring seamless, on-time deliveries and reliable service.

## EDUCATION

**MES Garware College of Commerce — PUNE — Jan 2021 - Mar 2024**  
**Bachelor of Business Administration & Computer Applications (BBACA)**

CGPA:- 8.98

**Bharat Mata Eng. Med. Hr.Sec. School — Bilaspur — Jun 2019 -2020**  
**High School (HSC)**  
Grade : A+

**Bharat Mata Eng. Med. Hr.Sec. School — Bilaspur — Jun 2017 -2018**  
**Intermediate (SSC)**  
Grade : A+

## ACHIVEMENTS

Participated and Secured First Rank In An Intercollegiate Software Project Competition Organized by Dr. D.Y. Patil Institute of Arts , Commerce And Science , Pimpri Pune .



## PERMANENT ADDRESS

House no-180 , Nagoi , Naugai  
Via South Eastern Coal Feilds  
Limited , Bilaspur Chhattisgarh  
ZIP:- (495006)

## SKILLS

- Store Operations
- Inventory Management
- **Visual Merchandising**
- Social Media Promotion
- Customer Handling & Conflict Resolution
- Team Collaboration
- Campaign Monitoring
- Consultative Selling
- **Loyalty Program Management**

## TECHNICAL SKILLS

- Database Management
- Web & App Skills
- Digital Marketing Basics
- MS Office Suite (Excel, Word ,PowerPoint )
- CRM Softwares
- Canva , Adobe Photoshop