***Curriculum Vitae***

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**Abhishek Vishwakarma**

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***Career Objective:***

*To work for an organization where my skills and knowledge can be utilized and in which academic qualifications ensure challenging job and growth as well as organizational goals.*

***Professional Synopsis:***

*A competent professional with more than* ***8th*** *years of rich experience in project management, site Operations, MSW Collection & Transportation (Complete Logistics), MSW processing & disposal and liasioning with Government authorities.*

***Work Experience Summary:***

*Working as* ***Assistant Manager – Operational and Maintenance*** *at* ***IL&FS Environment Infrastructure & Services Ltd.*** *(Implements of Swachh Bharat Mission & Namami Gange) Varanasi since* ***June - 2016*** *to* ***current****.*

**IEISL Collection and Transporting Project, Varanasi, U.P.:**

**(PROJECT FOR SWEEPING, COLLECTION & TRANSPORTING OF MSW IN 14 WARDS & 84 GHATS OF VARANASI MUNICIPAL AREA)**

***Project Operations & Maintenances:***

* + - *Implement and execute the planning.*
    - *Support the project manager / Head in the periodic performance review of his team and conduct performance reviews development discussions with the team.*
    - *Maintain & follow-up adherence to all company policies and procedures.*
    - *Goal oriented individual with strong monitoring and decision making capabilities.*

***Responsibilities:***

* *To plan the operations model for Solid Waste Management Project.*
* *To plan for Collection & Transporting of solid waste door to door collection, to make**route plan for fleet movement accordingly garbage collection.*
* *To manage a fleet of 52 vehicles and scheduling their operations.*
* *To analyze route maps prepared by field team for macro and micro movement of the vehicles.*
* *Planning and executing project site mapping events (primarily large scale surveys).*
* *To manage automobile workshop.*
* *Maintenance of different type vehicle like - Auto Tipper, Refuse Compactor, Hook Loader, Dumper Placer, Mechanical Road Sweeper, Portable Compactor (PCTS), E-Rickshaw, Skid Steer, (JCB)etc. with different make & model like -Tata, Eicher, SML, Vectra, Diamond etc. more than 52 vehicles.*
* *Management for preventive maintenance system introduction an implementation of GPS* *system transportation vehicles for the tracking purpose.*
* *Management of site activities Co-ordination / Independent correspondence with client authorities.*
* *To liaison with Govt. bodies (Primarily all key officials of the urban development department, the Municipal Commissioners and their respective teams).*
* *Controlling a team of supervisory team of 33 people and a field team of more than 550 people.*
* *Handling grievances of the total manpower of the project.*
* *Analyzing of MIS report.*

***Worked as Assistant Manager & Area Service Manager – Automobile (3 Wheeler Segment) with M/s Uday Bajaj Pvt. Ltd. Varanasi since April-2014 to May-2016.***

***Responsibilities:***

* *Complete management of automobile workshop.*
* *To Maintain workshop like checking all work like – customer calling, service appointment / booking, PSFU calling, customer complain etc.*
* *Handle the 7 Branches in different district like - Varanasi, Jaunpur, Mirzapur, Bhadohi & Chandauli etc. for Sales, Service & Spares.*
* *Making the monthly spare sale report of branches with main branch & monthly spare sale target sheet for the growth in business.*
* *Monthly visit to all branches and checking the all register, maintained the sale of spare, arrange the customer meet functions every quarter at all branches.*

***Worked as Warranty Manager & Accidental Manager – Automobile (3 Wheeler Segment) with M/s Varanasi Auto Sales Pvt. Ltd. Varanasi since April-2010 to March-2014.***

***Responsibilities:***

* *Administered everyday activities of warranty programs.*
* *Monitored all logs for warranty material claims, investigated each individual case and managed billing request for same.*
* *Coordinated with flied market experts and warranty service providers and resolved all warranty issues.*
* *Managed all warranty data and generated regular reports on same.*
* *Collaborated with supply chain group and resolved all product faults.*
* *Conducted weekly audits on warranty cost management and identified any discrepancies.*
* *Assisted key clients in resolving all warranty related claims.*
* *Consulted with factory representatives to develop and streamline warranty training for other dealerships.*
* *Trained technicians to properly document and describe warranty repairs.*
* *Attend the all type accidental vehicle on priority basic received from any authorizes branch.*
* *Collected and checked all documents related to the accidental vehicles.*
* *Process the accidental vehicle claim Intimation and Information to relevant surveyor.*
* *Assessment of accidental vehicles.*
* *Making an accidental vehicle and preparing for delivery.*

***Professional Qualification:***

* *Working and good knowledge in computer as M.S. office and Internet and having good speed also.*
* ***15th****-Months Diploma in Computer Application as MDCST (Master Diploma in Computer Software Technology) from the Institute of Gurukul, Varanasi.*
* ***3rd****-Months Certificate of Course on Computer Concepts (CCC) from the National Institute of Electronics and Information Technology. (NIELIT)*

***Academic Qualification:***

* *Diploma (Electrical Engineering) from UPBTE Mathura.*
* *B.sc from MGKVP Varanasi.*
* *12th Passed (S.sc) from U. P. Board Varanasi.*
* *12th Passed (Comm.) from CBSC. Board Varanasi.*
* *10th Passed from CBSC Board Varanasi.*

***Key Skills:***

* *Managerial, Operations, Maintenance & Customer Service Cell.*

***Area of Specialization:***

* *Handle the all type Customer Queries and Complain.*
* *Customer delight.*
* *Satisfaction of Customers.*

***Personal Strengths:***

* Co-operation.
* Taking Responsibilities.
* Follow Rules and Regulation.
* Trying of my best in any work.
* Ability to shoulder responsibility.
* Excellent people management skills.
* Excellent written and oral communication skills.

***Linguistic Proficiency:***

* *Hindi & English*

***Other Eligibility:***

* *NCC (National Cadet Corps)* ***A, B and C*** *Certificate from the* ***“89UP BN NCC” BHU*** *Varanasi.*
* *Successfully completed* ***E-Course*** *portal of Swachh Bharat Mission.*

***Personal Details:***

*Father Name* ***:******Shri Jai Jai Ram***

*Date of Birth* ***:******14th Feb 1992***

*Sex* ***:******Male***

*Religion* ***: Hindu***

*Marital Status* ***:******Married***

*Nationality* ***:******Indian***

***Hobbies : Traveling and Internet browsing***

***Declaration:***

I solemnly declare that above information is true and correct to the best of my knowledge. I understand that if any information given above is found false/incorrect, my candidature is liable to be rejected.

***Date: - Signature***

*** Place: -*** *Varanasi*

***(Abhishek Vishwakarma)***