**NITESH KUMAR SHARMA**

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**Professional Summary**

Dedicated with positive attitude and able to handle work under high pressure and adapt easily to new responsibilities.

**Skills**

* Operations Management • Warehouse & Line haul Operation

* Customer service • Fleet Operation.

**Work History**

**Sr. Executive Operation Logistics,** 09/2019 to Present**.**

**M/s. Mudita Express Cargo Private Limited –** New Delhi, South Delhi**.**

* Handling Air Cargo and Surface cargo pickup and delivering within TAT.
* Route Mapping for surface load connectivity ( Long and Local )
* Arranging vehicle as per requirement by operation.
* Looking Air Cargo Freight Forwarding ( Import and Export )
* Co-ordination with client for pickup and deliveries, solve their queries.
* Generating MIS report first mile to last mile and presented with higher management.
* Take to call with airline management for earlier advance space booking in airline for smooth cargo connectivity.
* Take route plan for load connectivity.
* Handling air cargo and surface cargo P2P, P2D, B2B and P2D as per customer requirement.
* Take responsibilities of fleet management, arranging vehicle for long route and local route also.
* Resolve shortage case which is getting from airline and co-loader also.
* Handle North region load connectivity; arrange co-loader, Pickup and Delivery also.

**Sr. Executive Operation Line Haul**, 07/2016 to 09/2019.

**M/s. Xpressbees Logistics Solution Private Limited** – New Delhi, South West Delhi

* Obtained documents, clearances, certificates and approvals from local, state and federal agencies.
* Getting average of 100+ calls and 200+ mails every day, addresses customer inquiries, solving problems and providing positive answer.
* Looking Air cargo freight forwarding ( Import and Export )
* Handle ground level & airport staff team approx 60 members ( Hub + Apt ) & planning load connectivity.
* Take to call with airline management ( Cargo Team Management ) for take space in airline for booking the cargo as smoothly.
* Take to resolved getting issues with airline and get to control like offloading & not acceptance issues.
* We have to handle air cargo & surface cargo like P2P, P2B, P2D also as per customer requirement.
* Entered details such as payments, account information and call logs into system.

 Copied, logged and scanned supporting documentation and placed all information in client files.

* Load connectivity In-bound & Out-Bound as per TAT.
* Air load’s retrieval ( Inward ) on time and connectivity as per schedule timing.
* Co-ordinate with co-loader for the connection for Air & Surface load.
* Generating MIS report on daily basis like mid mile connectivity report & last mile reports.
* Take follow up and get average time for connection and plan for cut off.
* Tracking our forwarded and reverse shipment should be capture as per TAT.
* Generate E-Waybill according goods value also generated part B for smooth forwarding.
* Should be monitoring Air cargo & Surface Cargo shipment and connectivity as per TAT.
* Monitoring networking vehicle for PAN India.
* Planning Air connection for domestics flight and generated CN for earlier booking according to

 Flight timing.

* Arrange to pickup and delivery for air cargo and surface cargo related shipment as per TAT.

 Co-ordinate with airline management regarding load connectivity, space, tracking, exception etc.

**Operations Executive**, 11/2014 to 07/2016

**Ecom Express Private Limited** – New Del hi, South West Delhi

* Strategically coordinated operations according to objective s and capabilities, ensuring effective

 resource allocation.

* Applied excellent problem-solving, process development and strategic implementation skills to

 lead and support all areas of operations.

* Established clear management goals and devised systems to track results for effective decision

 making.

* Managed cross-functional collaboration to drive team engagement and keep members on course to achieve demanding company targets.
* Efficiently and effectively identified and solved all problems that impacted the direction of the

business.

* Communicated with management to develop strategic operation goals.
* Handle with **ENS** shipment and co-ordinate with the customer and resolve the query.
* Handling forward and reverse logistics solution.
* Generating MIS report on daily basis like first mile connectivity report & last mile reports.
* Take follow up and get average time for connection and plan for cut off.
* Tracking our forwarded and reverse shipment should be capture as per TAT.
* Monitoring networking vehicle for PAN India.
* Generate to MIS of OTC report & sent to director level.

**Operations Supervisor**, 11/2012 to 09/2014

**AJW Express Service Private Limited** – Ne w Delhi, South West Delhi

* Oversaw daily shipping operations, including loading and unloading of outbound trailers,

 replenishing of pallets, inventory management and supervising the work of a 20 member team.

* Reviewed documentation such as invoices and shipping paperwork for accuracy and compliance.
* Tracked trends and suggested enhancements to both challenge and refine company's product

 offerings. Follow up with branch for closer of in transit and pending shipments which is out of TAT.

**Education**

Graduation (Psychology) from Magadh University.

12th(Science) passed from JAC Board

10th passed from JAC Board

Professional Qualification

Completed1 years Diploma in computer application

Computer Programming Skills

* Office Package: Microsoft Word, Microsoft Excel, Microsoft Access, Microsoft PowerPoint.
* Handling multiple reports, working with formulae, pivot tables & pivot charts, and various other excel sheet components for crisp and accurate data.
* Well knowledge of Internet & Webmaster (Website, Directory, Search Engines & Portal Sites).

Personal Detail

Father’s Name Sh. Jhakshu Sharma

Date of Birth 01stFeb. 1990

Sex Male

Marital Status Married

Nationality Indian

Language Known English & Hindi

**Declaration**

I hereby declare that the information stated above is true, complete and correct to the best of my knowledge and belief.

**Date:**

**Place: (Nitesh Kr. Sharma)**