**PRATEEK MADHUR** 

MBA-MARKETING & IB

MOBILE: 8394950967/8865986320

EMAIL: prateekmadhur1986@gmail.com

Total Experience: - 10 Years 8 Months \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**EXECUTIVE SUMMARY**

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| Accomplished in sales and customer query resolving. Professional with strength in upselling, new customer inclement expanding business. Employees with vast customer dealing experience also have worked in store looking after purchase and issue of items as per company requirement. |

**PROFESSIONAL EXPERIENCE**

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| **BIG TREE RESOURCE MANAGEMENT**  **(Functional area –HR SOURCING)** | **HR EXECUTIVE (SOURCING)** | **SEPTEMBER 2021-TILL DATE** |

**DOMAIN:-HR**

## ROLES & RESPONSIBILITIES:-

* ALLOTING NEW PROSPECTIVE CLIENTS OVER CALLS.
* TRYING TO GET NEW BUSINESS VENDORS.
* SEARCHING DESIRED CANDIDATES FOR THE JOBS PROVIDED BY THE COMPANIES.
* PROVIDING CANDIDATES AS PER THE JD ALLOTED BY THE COMPANIES.
* MAINTAINING LIST OF THE CANDIDATES AND FORWARD TO THE HR FOR INTERVIEW CONDUCTION.
* PROVIDING DETAILS OF JOB PROFILE TO CANDIDATES.
* HIRING FOR NON BPO PROFILES COMPANIES BUT HAVE KNOWLEDGE OF RECRUTING THE SAME.
* HAVE KNOWLEDGE OF MONSTER AND TIMES JOBS FOR CANDIDATES SEARCH.
* HAVE KNOWLEDGE OF POSTING JOBS ON FACEBOOK, LINKEDIN AND MASS MAILING.

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| **CRESCENDO MANPOWER CONSULTANCY**  **(Functional area –HR & BD)** | **BUSINESS DEVELOPMENT AND HR EXECUTIVE** | **JUL 2021-SEP 2021** |

**DOMAIN:-HR & BDM**

## ROLES & RESPONSIBILITIES:-

ALLOTING NEW PROSPECTIVE CLIENTS OVER CALLS.

* TRYING TO GET NEW BUSINESS VENDORS.
* SEARCHING DESIRED CANDIDATES FOR THE JOBS PROVIDED BY THE COMPANIES.
* PROVIDING CANDIDATES AS PER THE JD ALLOTED BY THE COMPANIES.
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**PROFESSIONAL EXPERIENCE**

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| **S.P.MENTHA AND ALLIED PVT LTD**  **(Functional area –Marketing)** | **Marketing Executive** | **JAN 2021-JULY 2021** |

**DOMAIN:-Marketing**

## ROLES & RESPONSIBILITIES:-

* Looking for parties who can use our material for their products manufacturing.
* Providing information about various products to clients.
* Generate leads & allot new clients.
* Providing material to clients as per their requirements
* Proper communication with parties, so that they don’t switch to other vendors

**PROFESSIONAL EXPERIENCE**

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| **RADICO KHAITAN LIMITED(RAMPUR DISTILLERY)**  **(Functional area –DOCUMENTATION,BILLING ON SAP FL-36PASS GENERATION, WORKING ON UP EXCISE PORTAL)** | **LOGISTIC EXECUTIVE** | **APRIL 2018-JAN 2021** |

**DOMAIN:-Documentation,Billing on SAP,FL-36 pass generation & working on UP excise portal.**

## ROLES & RESPONSIBILITIES:-

* Making FL-36 passes on UP Excise portal for UPIMFL liquor.
* Billing of Country liquor as well as IMFL liquor.
* Dealing with transporter as per to clear order under specific time.
* Distributing dispatch plan to all concern transporters.
* To ensure proper dispatch and documentation of FL-36 & FLB-11.
* Maintaining daily dispatch programme.
* To provide all related documents to transporter so that loaded liquor vehicles can be gate out from factory.

**PROFESSIONAL EXPERIENCE**

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| **Rainbow Packaging Industries**  **(Functional area -Purchase/Issue/PPC)** | **Store Incharge & Office Incharge** | **January 2017-January 2018** |

**DOMAIN:-Purchase/Sale and material issue/Store/PPC**

## ROLES & RESPONSIBILITIES:-

* Purchase the material as per requirement of different departments.
* Issue Items to different department as per their requirement.
* Checking inward material from vendor.
* Maintaining bin card.
* Maintaining records of items coming in and issued.
* Maintaining RGP(returnable gate pass) & NRGP(non returnable gate pass).
* Maintaining invoices of different vendor from whom items will be purchased either on cash or credit.
* Maintaining monthly, quarterly and yearly report of how much items are purchased and how much issued.
* All official work I.e.-checking email, making PO, sending quotation, DIE measuring, die checking, gsm checking, making work order as per the purchase order, maintaining all contractor record etc

**PROFESSIONAL EXPERIENCE**

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| **Jabalpur MSW PVT. LTD**  **(Functional area –purchase/issue** | **Store & Purchase**  **Executive** | **MARCH 2016-DECEMBER 2016** |

**DOMAIN:-Purchase/ Sale and material issue/Store**

## ROLES & RESPONSIBILITIES:-

* Purchase the material as per requirement of different departments.
* Issue Items to different department as per their requirement.
* Checking inward material from vendor.
* Maintaining bin card.
* Maintaining records of items coming in and issued.
* Maintaining RGP(returnable gate pass) & NRGP(non returnable gate pass).
* Maintaining invoices of different vendor from whom items will be purchased either on cash or credit.
* Maintaining monthly, quaterly and yearly report of how much items are purchased and how much issued.

**PROFESSIONAL EXPERIENCE**

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| **FAREPORTAL GLOBAL SERVICES (TRAVEL US PROCESS)** | **SR.CUSTOMER CARE EXECUTIVE** | **Aug 2015-Mar 2016** |

**DOMAIN:-CCE**

## ROLES & RESPONSIBILITIES:-

* Handling UNITED STATES customers calls for their queries regarding flight, hotel and care booking.
* Providing information about various products and packages to customers.
* Booking desired packages or separate bookings for Flights ,Hotels and Cars as desired by customer.
* Providing one call resolution to customers.
* Upselling other products after understanding their needs.

**PROFESSIONAL EXPERIENCE**

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| **TIME VERTILEX (LMUK PROCESS)** | **SR.CUSTOMER CARE EXECUTIVE** | **July 2014-Aug 2015** |

**DOMAIN:-CCE**

## ROLES & RESPONSIBILITIES:-

* Handling UNITED STATES customers calls for their queries regarding flight, hotel and care booking.
* Providing information about various products and packages to customers.
* Booking desired packages or separate bookings for Flights ,Hotels and Cars as desired by customer.
* Providing one call resolution to customers.
* Upselling other products after understanding their needs.

**PROFESSIONAL EXPERIENCE**

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| **SITEL (EQUIFAX CREDIT REPORT )** | **SR. CUSTOMER CARE EXECUTIVE** | **July 2013-June 2014** |

**DOMAIN:- CCE**

## ROLES & RESPONSIBILITIES:-

* Taking calls from UNITES STATES customer regarding their credit ratings
* Providing information about their credit rating.
* Upselling Equifax Credit report programs to customers.
* One call resolution.
* Informing about Equifax benefits and its importance for credit score improvement.

**PROFESSIONAL EXPERIENCE**

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| **WNS GLOBAL SERVICES (TRAVELOCITY PROCESS)** | **CUSTOMER CARE EXECUTIVE** | **April 2011-June 2013** |

**DOMAIN:-CCE**

## ROLES & RESPONSIBILITIES:-

* Handling UNITED STATES customers calls for their queries regarding flight, hotel and care booking.
* Providing information about various products and packages to customers.
* Booking desired packages or separate bookings for Flights ,Hotels and Cars as desired by customer.
* Providing one call resolution to customers.
* Upselling other products after understanding their needs.

**PROFESSIONAL EXPERIENCE**

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| --- | --- | --- |
| **Apex Services (Vodafone)**  **(Functional area –Sales)** | **PSR** | **Jan 2011-Mar 2011** |

**DOMAIN:-Sales**

## ROLES & RESPONSIBILITIES:-

* Dealing with retailers for the market allotted for me.
* Motivate retailers about selling Sims and hac1 and hac2 on daily basis.
* Listening to the problems faced by retailers.
* Forwarding retailers problems to management and seek to solve those problem as soon as possible.
* Rewarding retailer with highest sales.

## SUMMER INTERSHIP

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| **Radico Khaitan (Rampur Distillery)**  **(Functional area –Consumer Perception about Liquor)** | **Consumer Perception** | **Ju;y 2009-Sep 2009** |

**Project Title** Consumer Perception about Liquior

**Methodology** Market survey, asking people both who drink and who do not

Then differentiate between their opinions as to what they think.

**Learning** Came to know that people living below poverty line are the one

Who drink more than the people living above poverty line.

**ACADEMIC PROFILE**

2010 MBA Marketing & IB IIMT College Gr.Noida

2008 B.COM Commerce MJPRU, Rampur

2005 XII Commerce DMA, Rampur

2003 X NA DMA, Rampur

DOB-30/12/1986

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