**CURRICULUM VITAE**

**Vikash Kaushik**

**House no­- 148/5**

**phool bagh colony ,**

**near jain mandir,**

**meerut 250001**

**Contact no. 8273000049**

**7017486166**

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**JOB ASPIRATION:**

Being a Good and Enthusiastic Team Player, I would like to invest time and gain exposure to establish myself as a key member in the organization where I work. Apart from this would like to build leadership, analytical, organizational and relationship management skills.

**WORK EXPERIENCE**

Last Working with PhonePe As a Auditor In Meerut From 1st March 2019 to Feb’20.

Previously Working with Telenor From 1st April 2017 To Aug 2018 as a TSE in Sales & Distribution Department.

Previously working with TELENOR from January 2013 to 31st March 2017 as a CAF Management Team Leader in CSD.

* Create Channel Management
* Creating new DTR & Business Expansion.
* 100% Gross Add Achievement.
* Complete POS Stock out, POS servicing, POS balance & DTR Balance target.
* 100% Achievement in Basic KPI’s .
* Working Depth & Wirth in Distribution.
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**Job Profile: CSD CAF Management and Auditing**

* Customer Service: - Ensure good quality customer service.
* Handling 42 Distributors & 32 Retail outlets customer care issue and providing them resolutions.
* Staff Management: - Lead & motivate team members & maintain a positive work environment.
* Handling 24 Customer Activation Officers. Resolving the issues from TSM, ASM, and ZBM.
* CAF: - Proper auditing of documents and CAF with adhering guidelines and with the help of URLS.
* Customer Service: - Handling Customers direct meet by visiting market and by indulging in activities like MelJol Engagement, GSK Meet and Customer service camps.
* Responsible to handle retailer / distributors queries.
* MIS: - submission of MIS reports as per guidelines.
* Daily Briefings: - Update the team with new updates and information.

**TOOLS:**

* CIM
* Doc MS
* AVAM
* IDAM
* MNP Syniverse.

**2010 To 2012 Field Coordinator (UNINOR)**

* Working as a Field Coordinator in SIGMA OUTSOURCING SERVICE PVT LTD.
* Daily Report to Concern person and operation Manager and ZCS (Zonal Customer Service) and CSD Team.
* Attend all Seminar and Meeting with Filed Team and Manager.
* Handle 60 Field Executive’s and 80 DTR (Distributor) Team.
* Daily coordinate with our Zonal DTR’s (Distributor).
* Daily Audit and check Our Document (CAF) Quality.
* We convince to get the quality of our Document to Improve with DTR’s And Filed Executive Team.

**2009 To 2010 Field Coordinator (Reliance)**

* Working as a Field Coordinator in KMS OUTSOURCING SERVICE PVT LTD.
* Daily Report to Concern person and operation Manager.
* Attend all Seminar and Meeting with Filed Team and Manager.
* Handle 45 to 50 Field Executive’s Team.
* Daily coordinate with our Zonal DTR’s (Distributor).
* Daily Audit and check Our Document (CAF) Quality.
* We convince to get the quality of our Document to Improve with DTR’s And Filed Executive Team.

**ACADEMIC QUALIFICATION**

* Completed B.A from C.C.S. University Meerut.
* Completed Intermediate in 2006 from U.P. Board.
* Completed High school in 2004 from U.P. Board.

**STRENGTH**

* Honest, self starter, flexible as per situation and enthusiastic.
* I am friendly and co-operative by nature, believe in Team work.

**PERSONAL INFORMATION**

Father’s Name : Shri Brij Bhusan Sharma

Date of Birth : 2nd April 1989

Nationality : Indian

Languages Known : Hindi, English.

Marital Status : Unmarried

Hobbies : Listening Music & Playing cricket.

**DECLARATION:**

I assure you that the above information’s filled by me are true. I will be responsible if any information in above is false.

Date: ……………….

Place: ………………

**(Vikash Kaushik)**