**BHUPENDRA KUMAR RAJAK**

**PREM NIWAS PRIYADARSHANI NAGAR UTAILI, SATNA, MADHYA PRADESH 485001 | (H) 7898191765 | (C) 8109751147 | knlkhm@gmail.com**

**Dear, sir/mam**

Are you looking to add a motivated problem solver with superior customer relations skills to your team? I believe that my proven communication skills, upbeat attitude, and ability to learn and succeed under tight deadlines will make me an effective employee with your company

I am a highly results-oriented individual with over 2 years of experience in customer service. I thrive in team settings and work efficiently to solve customer problems while remaining cool under pressure. The qualities I will bring to your team include:

 Customer **Service**: I have a track record of solving all types of customer issues I am faced with in an effective and professional manner.

 Professional **Attitude**: As my references will attest, I have a knack for staying positive and upbeat, regardless of the situation.

 Passion **and Motivation**: I have a true passion for customer service and take pride in making consumers happy. I am also highly motivated to progress in my career and eager to grow and succeed.

I've attached my resume with more information about my background. I feel confident that I could make a great contribution as a executive with your company. Thank you for your time, and I look forward to hearing from you soon.

Sincerely,

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**Professional summary**

Punctual retail sales professional focused on exceeding expectations and building customer loyalty. Flexible schedule and strong mathematical aptitude. Results-oriented Store Manager focused on increasing profits, reducing costs, inventory management and transforming customer service standards.

**Skills**

* Customer-oriented
* Active listening skills
* Computer literate
* POS systems knowledge
* Natural leader
* Motivated team player
* Fluent in English

**Work History**

**GEMT TEAM CONSULTANT IN MIGRATION 11/2013 TO 03/2014**

**NOKIA SIEMENS NETWORKING- NOIDA**

 Completed and mailed bills, contracts, policies and checks.

 Assigned tasks to associates, staffed projects, tracked progress and updated managers, partners and clients as necessary.

 Entered numerical data into databases in a timely and accurate manner.

 Reviewed and updated client correspondence files and scheduling database.

 Global data migration with stipulated training structure under global enterprise management team

**BACK OFFICE EXECUTIVE 09/2014 TO 02/2015**

**SOFTAGE-INDORE**

* Organized forms, made photocopies, filed records and prepared correspondence and reports.
* Outlined the appropriate process and procedures necessary to fulfill and complete inquiries.

**FRONT OFFICE EXECUTIVE 07/2016 TO 07/2018**

**VODAFONE -SATNA**

 Developed highly empathetic client relationships and earned a reputation for exceeding service standard goals.

 Maintained up-to-date knowledge of product and service changes.

 Investigated and resolved customer inquiries and complaints in an empathetic manner.

 Updated customer orders from start to finish in an accurate and timely manner.

 Determined customer needs by asking relevant questions and listening actively to the responses.

 Handled all customer relations issues in a gracious manner and in accordance with company policies.

 Answered customer telephone calls promptly and in an appropriate manner.

 Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.

 Shared best practices for sales and customer service with other team members to help improve the store’s efficiency.

 Cultivated a customer-focused shopping environment by greeting and responding to all customers in a friendly manner.



**General manager.** 08/2018 to till now

**Satpura adventure club, pachmarhi**

Design strategies to ensure total guest satisfaction.

Develop an annual business plan.

Ensure highest standards of professional services to customers.

Initiate cost effective controls and revenue management techniques.

Prepare, review and assess monthly or periodic financial statements.

Create brand image for the hotel.

Develop strategies for organizing, staffing, planning and executing functionalities.

Provide training for hotel staff in delivering care that meets the best standards and practices.

Develop day-to-day operations and functions of a hotel ensuring total guest satisfaction.

Maintain and manage hotel equipment, infrastructure, inventories and other facilities efficiently.

**EDUCATION**

**HIGH SCHOOL DIPLOMA: - 2009**

KENDRIYA VIDYALAYA SATNA

**B.COM:** COMMERCE - **2012**

**BARKATULLAH-** BHOPAL

**INSTITUTE OF COMPANIES SECRETARIES OF INDIA - PURSUING**

INTERMEDIATE PASSED- DELHI

**ACHIEVEMENTS**

* WON INTER SCHOOL VOLLEYBALL CHAMPIONSHIP IN 2008
* WON REGIONAL LEVEL SCHOOL VOLLEYBALL CHAMPIONSHIP 2009
* DECORATED MEMBER OF BHARAT SCOUT AND GUIDE WITH RASTRAPATI PURUSHKAR
* PARTICIPATED IN EXPLORE HIMALAYA EVENT HELD IN SOLAN NALA KULLU MANALI

**HOBBIES AND INTERESTS**

* PLAYING OUTDOOR GAMES
* HANGING OUT WITH FRIENDS
* LONG ROUTE BIKE RIDING
* TRAVELLING SPECIALLY HILL STATIONS
* READING FRICTION AND ADVENTUROUS NOVELS
* LISTENING TO MUSIC SPECIALLY OLD COLLECTIONS SUCH AS KISHORE DA

**DECLARATION**

I HEREBY DECLARE THAT THE ABOVE WRITTEN PARTICULARS ARE TRUE TO BEST OF MY KNOWLEDGE AND BELIEFS