

Curriculum Vitae



Pankaj Yadav

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Seeking Assignments In HR. Administration And Warehouse Manager With All Back Office Responsibility In Organization

Synopsis

- ❖ A dynamic professional with more than **10 years** of experience in the areas of **Project Site Manager, Warehouse Managing, Team Management and Customer Relationship Management.**
- ❖ **Two Year** Experience in **HR. Admin** work
- ❖ **Majestic Holidays India** as Senior Hr. Executive Manager in all over haryana.
- ❖ Proficient at managing, all Hr. Admin & back-end operation.
- ❖ Demonstrated abilities in expanding the market, brand building and generating new business and targeting the potential customers.
- ❖ Excellent interpersonal, communication and organizational skills with proven abilities in team management, customer relationship management and planning.

Areas of Expertise:

Team Management

- ❖ Identifying training/ development needs of field Service engineers across levels through mapping of skills required for different roles & analysis of the existing level of competencies.
- ❖ Implementing strategies for building corporate relationship with distributors to mutually increase the profitability of the association.
- ❖ Ensuring the teams adhere to all the quality tool and procedures.
- ❖ Actively participating in execution of quality improvements projects for continual improvements.
- ❖ Preparing training modules for imparting training on soft skills/ product/ process.

Organizational Highlights

- ❖ **Recently Associated In HBD Paper Converters (JK Paper Mill LTD) From March 2020 As Project Site Manager**
 - Daily wise production report of Delhi head office and mill's VP to all Head Managers.
 - Planning daily and shift wise for next day's work with all the mill key managers.
 - Daily and shift wise worker planning for next day's work with all supervisors and operators.
 - Calculating monthly attendance and wages and then sending it to Delhi head office.
 - Calculating the monthly production and sending it to Delhi main office for billing and then sending it to the billing department of the mill when the invoice is received.
 - Which employees are more demonstrative of the company checking the quarterly attendance of all employees and employee supervisors and then sending the report to Delhi head office.

❖ **Daga Group (Orient Head Service Centre Of Haryana Branch) From February 2015 To January 2020 As Warehouse Executive**

- I'm handling 24 service centre Frenchies & 6 Technicians (All Over Haryana)
- I look & manage all load material in CRM.
- Allocate all calls area by each and every service Frenchies.
- Also allocate spare part by CRM each service Frenchies as per calls requirement.
- Give daily wise all warehouse material report on excel to Sr. Service Manager of company.
- And reply all escalated call on mail daily basis.

❖ **Majestic Holidays India From June 2013 To January 2015 As HR Executive**

- I was manage all customers holiday packages, hotel bookings and tickets booking by online software & all banks transaction of company account (Sale & Purchase Cheques).
- Also manage to daily cash vouchers for daily wise local expenses of company & everyday all vouchers entry in Excel Sheet of computer.
- All staff & driver's monthly salary & manage Advance & overtime.
- Give daily wise report to **HR. Sr. Manager & MD.** of company.

❖ **TATA SKY Service Center from Jan' 10 To Jun' 13 As Senior Team Leader Of All FSC (Field Service Co-ordinator) in Faridabad, Palwal**

- Manage, Monitor & Guide FSE/SO and all services equipment towards completion of their Daily service calls.
- Give services forecast to Area Service Manager and Head Service for his area on the basis of trends and current objective based plans.
- Interact with service co-ordinator (CCO) to solve service related complaints.
- Expand distribution geographically, route expansion for FSE.
- Ensure unit realization via quality of service. Keep tab on service discounting and depot Cost.
- Cross checking of claims arising on account of incentives/discounts.

Computer_Skills

- ❖ **Basic Computer knowledge**
- ❖ **MS Word**
- ❖ **MS Excel (V-Look Up, H-Look Up, Count If & Pivot Table etc.)**
- ❖ **Internet Surfing**
- ❖ **CRM**
- ❖ **SAP**

Academic Credentials

M.B.A. (SMU)	Passed
B.B.A. (EIILIM)	Passed
12th (CBSE)	Passed
10th (CBSE)	Passed

Personal Details

Father's Name	:	S. P. Yadav
D. O. B.	:	05-12-1988
Marital Status	:	Married
Languages known	:	Hindi, English
Sex	:	Male
Nationality	:	Indian

(Pankaj Yadav)
Signature



INSPIRED BY LIFE



Sikkim Manipal University

This is to Certify that

Pankaj Yadav

has been awarded the degree of

Master

of

Business Administration

for having duly completed the prescribed

requirements with A grade

in the year 2017

Given under the seal of the University on the
13th day of April 2017

SMU

Sikkim Manipal University

Additional Registrar
Student Evaluation



Vice - Chancellor

UASCodeTM: SMU.GTK.SIK.MBAOM.D4120000070617

Reg No: 521073656

Visit www.ucas.org for verification of this Certificate. UAS code provided at the bottom left corner of the Certificate.

Gangtok, Sikkim, INDIA



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