 [Rajiv.371542@2freemail.com](mailto:Rajiv.371542@2freemail.com)

# Name:Rajiv

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***Objective***

To pursue a career with an organization that provides growth opportunities and enhances managerial skills. To take up responsibilities in view of continuing the learning process and grow ahead along with the organization giving the best efforts for its growth.

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***Work Experience***

**Present Organization:**

1. **SUKABHH INTEGRATED SERVICE LTD**

Lagos, Nigeria

Company dealing in importations of Agricultural Machinery products,

**Duration: Since 10th Aug 2012 till 30th Nov'16.**

**Position:Working as Senior Production Administration,Marketing & Warehouse Manager,**

**Roles and Responsibilities:**

* Handling of Logistics with preparation of the documentsfor the importation of the Agricultural machineries itemsrequired for the company,
* Handling the arrival of the containers along with the Off loading & loading arrangements done at the warehouses of the items imported,
* To meet new customers in promotion of our products & update all old and existing customers regularly for the products received and ready to arrive,
* To supervise daily movements of the coming in and going out along with the stock check records at warehouses,
* To book Air tickets (Domestic & International) & manage the travel data of the company management & employees,
* To arrange regular employees meetings as to look into the ways for the growth of companies business & other matters involved,

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**Previous Organization:**

1. **DANA GROUP LTD**

Lagos, Nigeria

**Duration: Since 04thJuly 2011 till 30th July 2012**

**Position:Worked as Sr. AdministrationManager DANA Motors Ltd (KIA Motors) for all their Nigerian branches,**

**Roles and Responsibilities:**

* To supervise the documentation used for receiving &dispatch/issuance of AGO& PMS,
* To supervise the stationery & printing materials requisitions,
* To supervise the access controls followed by Contracted security guards on location as per proper protocol followed for staff , visitors, contractor & vendor movements,
* To supervise the Generator Maintenance with checking on the Registers for generator running & diesel consumption& maintaining the GMR(Generator Maintenance Report),
* To supervise Admin ongoing civil construction, carpentry, plumbing, electrical, painting& other necessary works being carried out by the contractors on the location,
* To supervise the Cleaning and Hygiene at the premises at all times with the contracted cleaners,
* To supervise & manage the environmental issues like control on the spillage of waste oil with zero tolerance by controlling oil spills at source itself as to avoid any issues concerning with the environment agencies on sudden inspection,
* To supervise & check on the waste oil disposals records,
* To supervise & strengthen the controls of running the Administration duties by following the SOP(Standard operating Procedures) at all times,
* To supervise on the daily attendance for the Local & Expats staff working in my location,
* To supervise & check on the quotation & prices forwarded by the contractor & Vendors for the jobs to be done as per the proper approval & requirements in my location,
* To supervise & look of proper functions on the daily HR related issues & matters at the location,
* To assist the team in handling the admin pool vehicle movements & their records,
* To supervise & look into all the ongoing activities & functions to be done from Admin office.

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1. **Multilink Telkom Ltd.**

Lagos, Nigeria.

**Duration: Since 26th August 2006 till 30th June 2011**

**Position:Administration &Protocol Manager.**

##### **Company Profile**

Multi-Links Telecommunications Ltd is Nigeria’s Pioneer Telephone operator owned by Telkom SA (South Africa) based company, providing fixed, mobile services through latest CDMA technology. Provides Leased lines and internet services on CDMA 1xRTT and EVDO in major part of Nigeria’s. Current subscriber base is approx over 2.5 Million all across Nigeria with the biggest Fiber Optic backbone in Nigeria, and offering 3G Data services.

**Roles and Responsibilities:**

* To process and update Expatriates’ Cerpac forms for Regularization / Renewal / Re-entry Visa as required by the Nigeria Immigration rules,
* To update the Company allotted Quota’sand process for Renew before expiration from the Immigration office’s,
* To book the tickets (Domestic & International) for official or personal use as required by the appointed Travel agent for the company employees,
* Manage the travel data of the company employees,
* Liaise with travel agent to ensure smooth and timely travel of staff and official visitors
* Book and confirm external meeting venues for the CEO and other executive Staff by ensuring strict compliance with the terms of engagement,
* Monitor processed itinerary for staff, liaise with Fleet Management to provide needed logistic,
* Provide information to staff & Official Visitors on Travel & Hotel Arrangements,
* Implement sourcing strategies on Travel Services,
* Full compliance to Companies Guidelines &Strategies on Travel Management,
* Manage and monitor cost effective approaches among team to reduce cost on travels, conveyance and penalties,
* Manage and monitor the activities of the protocol team working under me to ensure that they meet customers’ request.

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1. **Intelenet Global Service,**

(BPO Industry),

Mumbai, India.

**Duration: February 2006 till 31st July 2006**

**Position:Sr. Customer Service Executive.**

**Roles and Responsibilities:**

* To assist the team members in getting all the required data &other details for the customer’s interaction as well in call handling as required by the BPO industry,
* To keep the track record on the call durations made with the time keeping along with the complaints attended by the team& achieving the target given to our group to perform by the Group head,
* To assist the team in respect of the shift duty arrangements & to facilitate & make a comfort working environment for them.

1. **SANDRAS INN**

3 Star Hotel, Nasr Square,

Deira P.O.Box:5062,

Dubai UAE

**Duration: February 2004 till January 2006**

**Position:Admin & Front Office Sr. Manager.**

**Roles and Responsibilities:**

* To check hotel reservations & availabilities of the room as per the bookings done to avoid any double bookings,
* To arrange city tours & assist by booking or changing the flight dates on tickets for the hotel customers,
* To get the customer’s satisfactionfeedback & make sure their stay & all the arrangements service required for their stay is done at the best by the hotel team and management,
* To assist each departments on regular stock checks for the smooth running,
* To assist seniors in respect for all the administration matters in getting the required arrangements done to have the smooth flow running of the hotel,

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1. **Water Logic International Co**,

South Wembley, London (U.K).

**Duration: December 2000 till January 2004**

**Position:Sr. Warehouse Manager.**

**Roles and Responsibilities:**

* To check and confirm good inwards and all auxiliary tasks associated with this function, including to ensure the correct goods inwards paperwork has accompanied the load,
* Confirm product in to stock on the WMS,
* Oversee the process orders to ensure delivery dockets are generated as per required,
* Confirm delivery dockets,
* Product quarantine and release,
* Generate system weekly and monthly reports as required on the WMS,
* Update the in-house warehouse system and raise any issues with direct reporting head &management if needed,
* All other WMS requirements as trained& tossisttheofficeandwarehouseteam,
* To Participate in stock control on a regular basis,
* To ensure all necessarydocumentation and online forms for the efficient, cost-effective and lawful execution of all import/export activities are completed in liaise with the accounts department with respect to invoices as required,
* To ensure returns paperwork are processed on the relevant in-house system When required&communicate with customers and suppliers, in all relevant territories and countries, as necessary to ensure efficient, positive and lawful relations, support and activities,
* To liaise with the warehouse on a regular basis to ensure the proper labels for dangerous good products are provided with all paperwork adhere to local externally relevant and company health and safety laws and policies,
* Ensure all the paperwork is completed in an efficient and professional manner (i.e. delivery dockets, invoices,) and confirm the return paperwork on the in-house computer system,
* To liaise with stock control, accounts, warehousing and distribution departments when required,

1. **SMD Travel Corp. & Sound Travel Corp. (GSA) for Garuda Indonesia International Airline**,

Nariman Point & Khar West,

Mumbai India,

**Duration: March 1998 till November 2000**

**Position:Sr. Marketing Executive.**

* To direct the group of marketing executives under me by visiting corporate companies & all the travel trade agents in Mumbai to update them on the latest fares & deals available with us & also to maintain excellent business relationships with them,
* Collect & collate feedbacks from our clients, customers & market in respect to assist & update the management in way to looking into various ways to promote business,
* Motivate my team to develop & implement sales & marketing strategies in order to ensure cost &profitable targets are met & to achieve revenues for our agency,
* Conducting Group Tours for our clients & customers.
* Updating all the Travel agents on the latest promotional fares & discount available to them for the airlines packages under ,
* To check on the ticket stock forwarded by our office to the IATA travel agents,
* To work out Travel & Tour package for the existing & new clients which were handled by me & my team.

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1. **Panama Tours & Travel (IATA),**

Bandra West,

Mumbai India,

**Duration: December 1994 till February 1998**

**Position:Sales Executive &Customer Service.**

* Visiting Airlines & various other IATA travel agents for co-ordination on the latest& best promotional fares & discount available with them.
* Visiting existing customers &new corporate companies to promote & update them on the current & upcoming special ticket fares deals on the airlines,
* Conducting Group Tours for our clients & customers,
* Handling Customer enquires & issuing of Domestic & International Tickets of all the major airlines.

**ACADEMIC QUALIFICATION:**

* Passed **B.Sc.** (Bachelor of Science in Physics, Electronics Instrumentation)at Mumbai in May 1995.
* Passed H.S.C (Higher Secondary Education Certificate) at Mumbai in May 1991.
* Completed **Microsoft Programming**, **Office Skills, Computer Graphics-DTP,**&**Web Designing** Course from **Oxford House Computer College** &**Oxford International** at London (U.K). From November 2000 to December 2003.
* Completed Basic **Cabin Crew In-Flight** training Course from **Frank Finn Management Consultant**, Mumbai, India in June 1998.
* Completed Basic Airline Functionality’s Course**(CRS), Central Reservation System** from **ABACUS,** November 1996.
* Completed Diploma in **Compact Travel Tourism & Ticketing** from **Clares Institute**, Bandra West at Mumbai. India in December 1994.
* Completed Computer Course (Basic) with **Computer time**, Juhu Scheme, Mumbai, India December 1989.

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