**PRABHDYAL **

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**SKILLS AND PROFICIENCIES**

* Excellent interpersonal and communication skills
* Multi-tasking abilities with proficiency in organizing and managing different tasks
* Expert knowledge of handling administration and paperwork
* Skilled in bookkeeping and preparing statistical and financial records
* Thorough insights in overseeing stock levels and ordering supplies
* Proficient in assigning duties and scheduling shifts
* Ability of recruiting, training and supervising staff
* Expert marketing skills to promote business

 **EDUCATION QUALIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
|   School/Uni.Name |   Country  |   Qualification |   Year |
|  Raffles Academy |  SINGAPORE |   NITEC ACCOMODATION  |   2008 |
|  Raffles Academy |  SINGAPORE |  DIPLOMA IN HOTEL MANAGEMENT |   2008 |
|  Punjab Technical  University  |   INDIA |   POST GRADUATE DIPLOMA IN  COMPUTER APPLICATION |   2006 |
| Govt. Brijindra Collage |   INDIA |   B.A(ARTS) |   2005 |

 **EXPERIENCE**

|  |  |  |
| --- | --- | --- |
|  Country |  year |  Designation |
| SINGAPORE | 2011-2015 | Operation &AdminManager |
| SINGAPORE | 2009-2011 | Food & BeverageManager |
| SINGAPORE | 2008-2009 | Industrial training |
| INDIA | MARCH 2015- APRIL2018 | LOGISTIC MANAGER |
| SINGAPORE | 2018- AUG-2019 | LOGISTIC ADMIN / DATA ENTRY OPERATOR |

 **Responsibilities**

 Plan shipments based on product availability and customer requests

 Track orders to ensure timely deliveries

 Prepare shipping documents (like invoices, purchase orders and bills of lading)

 Coordinate our supply chain procedures to maximize quality of delivery

 Schedule shifts for our drivers and warehouse staff

 Maintain updated records of orders, suppliers and customers

 Oversee the levels of our warehouse stock and place orders as needed

 Provide information to customers about the status of their orders

**Occupational Health & Safety**

* Ensure safety procedures are followed to prevent injury
* Provide a safe work environment for employees and customers
* Ensure all accidents are reported as per company process

**Customer Services**

* Promote & encourage a high level of customer service amongst employees
* Provide a high standard of customer service in dealing with sales, inquiries and complaints
* Handle unresolved and/or escalated customer complaints

**Key Challenges**

* Maintain high personal standards in both presentation and work habits
* Strategic thinking with planning and alignment
* Inventory management
* Compliance and process focused