

**\/IKRAM**

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**"To work in association with professional groups where I am challenged to the best of my abilities to achieve career advancement and professional growth."**



**Strengths**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Good Negotiation and coordination skills |  | Good oral and written communication skills |
|  | Self-Management and Self-Direction |  | A Team player& very determined. |

* Customer Acquisition & Management



**P e r s o n a l D e t a i l s**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | Date of Birth | : August 17th,1986. |  |  |  |
|  |  | Nationality | : Indian |  |  |  |
|  |  | Marital Status | : Single |  |  |  |
|  |  | Languages | : English, Hindi, Marathi, Malayalam. |  |  |  |
|  |  | **Visa Status** | **: Contract Visa Expiring on 05th April 2015.** | |  |  |
|  |  |  |  |  |  |  |
|  | **J o b P r o f i l e** | |  |  |  |  |
|  | **Exquisite International LLC** | | | **(03/04/2013 till date)** |  |  |
|  | **(Dubai – UAE)** | |  |  |  |  |

***Coordinator / Warehouse In charge***

* Merchandising of goods& Co-ordination in a domestic level.
* Inventory management of Stock.
* Handling 36 outlets.
* Scrutinizing the Sales orders on weekly basis of all the outlets which items are in stock and perfumes/ cosmetics (Branded / Unbranded) are sold.
* Checking the sales order on weekly basis of all the outlets.
* Liaising with the Promoter if products are not sold or if the promoters are unable to sell it.
* Keeping check list of items which are going to be expired and simultaneously would observe where the sale is good of those items to dispatch them to the selling outlets of those unsold products.
* Keeping a track of ongoing promotions in any outlets so can sell the unsold items on discounted rate after discussion with the manager.
* Preparing and updating time sheets for the warehouse staff on weekly basis and sending to HO.
* Preparing Bill Book of the invoices to be send to the account for clearance and also keeping records of those invoices send for clearance on the particular dates.
* Allocating the helpers to do housekeeping on weekly basis.
* Having huddles on weekly basis with the warehouse staff allocating them the job for the day, also arranging things well and making space for the shipment if any to be delivered.
* Ordering stationery in stock.
* Maintaining petty cash as and when required.
* Perfect working on office software called Real Soft.

**BEHR India Ltd. (sub-contract)**

**VOITH Industrial Services India Private Ltd(17/01/2012 till Jan 21/01/2013) (Consultant)**

***Logistics Executive / Transport Incharge***

* Liaising with the Suppliers & in charge of Documenting the required procedure in order to ensure a smooth transaction..
* Co-ordinated the procurement cycles.
* In-charge of Inventory control & also part of the planning committee.
* Handled Customer services & Complaints & rectified them to the best.
* Ensure the timely logistics of the shipments as well as it’s storage.
* Maintaining Petty Cash.
* Had to manage the Risk management with the Suppliers & Clients.
* Maintaining records of logistics from origin to destination.
* Receiving daily load plans and cargo manifest of incoming cargo.
* Dispatching of invoices & relevant documents.
* Was in-charge of Damage control & Customer Service after Sales.
* Supervise the Operations of Domestic Transport, which includes: Container movements

Side load activities

Pick-up and all related local distribution

Daily, Weekly & Monthly reports were made & given to the Management.

**International Business Machines (IBM) Services Private Ltd.(BPO)(Jul ’10 – May12’)**

***Customer Service Associate.***

**‘Virgin Media’ process**

* Dealing with the customer regarding company products.
* Selling products like mobile phones, setup box, phone and providing company broadband services.
* Updating the customer regarding his/her bill and limitations of using the broadband services according the package upgraded by the customer through online basis.
* Appreciation received by the customer for providing the best customer service.
* Felicitated by the HOD for being the best agent overall the floor thrice and was gifted an ‘IBM’ mug.

**World Network Services (WNS) Global Services Private Ltd (BPO) (Feb ’09 – Jul10’)**

***Customer Service Associate***

**‘Health Care Management’ process**

* Coordinating with the customer & assisting them with their requirements.
* Updating the customer with the required details & providing after Sales services.
* Providing the customer useful information in order to make them comfortable, which would ensure a long term relationship .
* Felicitated by the Sr. Operation Manager for scoring 1st Rank& exceling in Customer Relations & Services.

**E d u c a t i o n**

|  |  |
| --- | --- |
| **COURSE** | **Year of** |
|  | **Passing** |
|  Completed Diploma In Cargo Operations and Management from Trade Wings | 2012 |
| Institute of Management (Pune) with “O” (Outstanding) Grade |  |
|  Bachelor Of Commerce passed from Pune University | 2008 |
|  Higher Secondary College passed from Pune Board | 2005 |
|  S.S.C passed from Pune Board | 2003 |



**I T S K I L L S**

* **NIIT National Institute Of Information Technology** 
  1. MS-Office (Word /Excel/PowerPoint).
  2. Internet.
  3. Operating system architecture.
  4. Programming logics and technique.



**H o b b i e s**

* Like socialising with people.
* Hosting CSR activities & taking part in them as well.
* Hosting & Co-ordinating functions as a freelancer.
* Playing soccer and cricket for various Corporate teams.
* Represented & captained my team in both Football & Cricket in School as well as College..