CURRICULUM-VITAE

Name Pankaj Shrivastav.

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❖ SKILL & OPERATING SYSTEM:

> To get a job that can provide challenges. I believe that I would be the most effective in organization that trust me with responsibility and provides opportunity to learn and grow.

STRENGTH & ABILITIES:

- ➤ Ability to work with different terms & environment.
- ➤ Positive attitude & punctual in working.
- ➤ Having good confidence level towards the given task.

❖ EDUCATION BACKGROUND: -

Degree / Diploma	<u>University/Institute</u>
Intermediate	UP Board
Matriculation	UP Board
Graduation	KP University

❖ WORK/ JOB EXPERIENCE: -

Company Name Designation

Bharti Airtel	Sr. Sales coordinator	1 st Jan 2010 to 15 th Oct 2013.
Dell International Ltd	Admin Transport Executive	July 2014 to 31 st Dec 2017
NTT data global services	Admin (Sr Transport Executive & Facility Help desk)	1 st Jan 2018 to 31 st Oct 2021

Responsibilities for Transport Helpdesk

- Management. Responsibilities may include Transport issues, meeting and event arrangements; preparing reports training and supervising other support staff; and customer relations Handling all the email and escalation on mail from the associates.
- Answer, screen and transfer inbound phone calls emails, portal requests, to our helped desk
- Distribute tasks from the help desk to the relevant facilities team

- Close tasks down after completion by the facilities team
- > General clerical duties including photocopying, fax and mailing
- Maintain electronic and hard copy filing system
- ➤ Retrieve documents from filing system
- ➤ Handle requests for information and data
- Resolve administrative problems and inquiries
- > Schedule and coordinate appointments and travel arrangements for facilities move teams
- P Open, sort and distribute incoming invoices
- ➤ Coordinate maintenance of office equipment
- Coordinate and maintain records for parking and petty cash
- Handling all mails and calls regarding cabs related quarry & also handling escalations regarding pickup issues, clubbing issues, vendor & driver issues, routing issue and sequence issue.
- ➤ Short listing suggestion by associates and forward for implementation.
- ➤ Preparing route OTA & OTD/Bus OTA & OTD.
- Arranging cabs as per the request (Pickups & drops).
- Take care of employee's adhocs for urgent pick and drop.
- ➤ Handling Tracking on Pickup.
- Handling dropping & arrange cab on time at the time of drop.
- Doing Female tracking regarding female safety.
- ➤ Handling tracking of pickup cabs Monitoring and supervision to vendor.
- Coordinating with vendors supervisors for pickup status for associates.
- Making cab in time reports & Drop out time reports and also prepare shuttle report with attach tracking report for week wise.
- To ensure the smooth running of the allocated transport shift activity, ensuring appropriate resources (people, equipment) are available to meet planned activity levels.
- Ensure compliance to all relevant legislation affecting transport operations.
- Maintain and enhance effective working relationships with staff.
- Contribute to the identification, evaluation and where appropriate implementation, of improvement initiatives within the Transport operation.
- Ensure staff work to the processes and procedures relating to the Transport operation.
- Assist in the recruitment of driving staff as required.
- Monitoring staff performance levels, providing feedback on achievement to the shift manager and helping to identify improvement opportunities.
- Regular communication with shift staff on shift matters.

Responsibilities for Facilities Helpdesk

- Receiving Telephone phone from employee, for all facility related query/grievance. I assigned to relevant person to get this resolved.
- > Inventory management for all the consumable product.
- > Do all the call logs in specific format for better tracking.
- > Arrange approval from designated approver for all the vendor & their work permit.
- Prepare returnable & non-returnable gate pass and arrange approval from the designated approver.
- Prepare DMR report and send it to the client on daily basis.

Responsibilities for Sales coordinator

> Sales Coordinator Responsibilities. Include: Coordinating the sales team by managing schedules, filing important documents and communicating relevant information. Responding to complaints from customers and give after-sales support when requested.

Deceleration: -

I hereby declare that the above information furnished as true to the best of my knowledge and belief.

Personal Summary

Name	Pankaj Shrivastav
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Father name Sh. Mool Narayan.

Date of Birth 04-June-1991

Sex Male

Marital Status Married

Nationality Indian

Place: (Pankaj Shrivastav)