Gaurav Singh +91-8429-2716-08

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Add: Vikas Nagar colony Gorakhpur

Objective

Eager to excel in job through coping up with challenges presented to me and make the most out of the teaming opportunity in my area of interest by growing in coherence with the organizational objectives.

Profile Summary

- Ability to handle multiple tasks simultaneously,
- Excellent time management and organizational skills.
- Persuasive, emphatic with good problem solving skills.
- Good knowledge or Microsoft Outlook, excel and power point.
- Ability to deal with clients in a professional manner.
- Quick Lerner, detail oriented and ability to adapt to new processes in limited time frame.
- Multi-Tasking skills and ability to work under pressure.
- Possess good communication and calling skills.

Analytical Skill Set

Advance Excel —

- Good knowledge of the Microsoft Office suite, particularly advanced use of Excel, including knowledge with macros.
- Management information System (MIS), MIS Reporting
- MIS reporting MS Excel, Data Analysis, MS office, pivot table, data Mapping. Validation, Data processing

Work Experience

Hotel Sun & Sheel Mumbai

Public relationship officer 2005-2009

- Serves as a basic point of contact for customers with complaints queries, request, feedback etc.
- Ensures that all the request, queries and complaint or customer are responded in a timely and professional manner
- Develops as well as maintains the relationship with external parties
- Responsible for proper scrutiny and recording of the complaints received from customers
- Conducts research and complies answers for informational request from external customers

Sheel enterprises lucknow

Project manager 2012-2015

- Keeps management informed by submitting activity and results reports such as daily reports. weekly work plans, and monthly Client servicing Client handling and Client reporting on daily, weekly and monthly basis as per the requirement.
- Working closely with various internal groups to understand business requirements, implement new
 processes, participate in workforce planning and budgeting activities, and contribute to ongoing
 process improvements.

Zapdel free home food delivery Ltd.

Operation manager 23 may 2016 November 2017

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- Serves as at basic point of contact for customers with complaints, queries, request, feedbacks etc.
 Ensures that all the request, queries and complaint of customer are responded in a timely and professional manner
- Develops as well as maintains the relationship with external parties Responsible for proper scrutiny and recording of the complaints received from customers
- Conducts research and complies answers for informational request from external customers

Gorakhpur Marbles and works

Agency Manager (Prayag Sanitary ware): Nov 2017-Till now

- Developing store strategies to raise customer's pool expand store traffic and optimize profitability.
- Meeting sales goals by training, motivating, mentoring and providing feedback to store staff.
- Ensuring high levels of customer's satisfaction through excellent service.
- Maintain outstanding store condition and visual merchandising standards.
- Complete store administration and ensure compliance with policies and procedures.

Education

- 10th from UP Board year 1998.
- 12th from UP Board year 2001.
- B.A from **V.B.S** Purvanchal University jaunpur year 2004. P.T.O

Hobbies and Other Detail

- Making new friend from different locations.
- Listening to music &Doing Creative things

DECT AD A TION	

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

Date	(Gaurav Singl	h)
Place		