

# **CURRICULAM VITAE**

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## **CAREER OBJECTIVE**

To work in a challenging environment that utilizes my skills, knowledge and abilities and offers ample learning opportunities. If you give me a chance , I can prove my self .

NAME : **SANDEEP KUMAR SHUKLA**

FATHER'S NAME : SURENDRANATH SHUKLA

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MARITAL STATUS : MARRIED

QUALIFICATION : B.COM

NATIONALITY : INDIAN

LANGUAGE KNOWN : HINDI / ENGLISH / MARATHI

INTEREST / HOBBIES : TRAVELLING , NET SURFING

SKILLS : Sales and Marketing Strategies  
Operational Management  
Business Development and Planning  
Order Management



## **CURRENT JOB DETAILS :**

### **DELUX LOGISTICS AND PACKAGING – (GENERAL MANAGER – H.O.D.)**

**JUNE 2024 TO TILL DATE**

#### **Job description:**

- Reviewed financial statements and sales or activity reports to measure productivity or goal achievement.
  - Implemented campaigns and promotions to help with developing goods and services.
  - Identified areas of improvement in current business practices and collaborated with other departments to develop action plans for implementation.
  - Monitored financial performance and identified areas for improvement in cost savings and revenue generation.
  - Maintained relationships with vendors to obtain the best pricing on supplies and materials.
  - Trained employees on duties, policies and procedures.
  - Implemented employee recognition programs to motivate staff members towards achieving organizational goals.
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- Designed sales and service strategies to improve revenue and retention.
  - Formed and sustained strategic relationships with clients.
  - Developed and implemented operational strategies to improve efficiency, reduce costs, and maximize customer satisfaction.
  - Supervised employees through planning, assignments, and direction.
  - Provided guidance and support to subordinate managers in order to foster an atmosphere of cooperation throughout the organization.
  - Resolved customer complaints quickly while maintaining high quality standards of service delivery.
  - Built and maintained loyal, long-term customer relationships through effective account management.
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- Tracked monthly sales to generate reports for business development planning.
  - Assisted in the recruitment process by interviewing potential candidates for open positions.
  - Forecasted customer demand to set prices or credit terms for goods or services.
  - Demonstrated strong problem-solving skills, resolving issues efficiently and effectively.
  - Identified needs of customers promptly and efficiently.
  - Collaborated closely with team members to achieve project objectives and meet deadlines.
  - Provided excellent service and attention to customers when face-to-face or through phone conversations.

➤ **PREVIOUS JOB DETAILS :**

**BHAVANA ROADWAYS PVT LTD - (REGIONAL MANAGER)**

**AUGUST 2022 TO MAY 2024**

**Job description:**

- There are 21 branches of Ahmedabad region under me in which a team of about 200 people are working and I lead them.
- Developed sales strategy based on research of consumer buying trends and market conditions.
- Leveraged profit opportunities by recruiting top talent and managing brand image to exceed plan performance.
- Worked diligently to resolve unique and recurring complaints, promoting loyalty, and enhancing operations.
- Masterminded updates to workflows and revitalized teams to meet changing business needs and boost team member performance.
- Defined locations, dealers and investors to drive product sales and foster brand expansion.
- Introduced cost-saving initiatives to reduce losses and increase profit margin.
- Developed vendor network of contacts to drive down costs and increase revenues.
  
- Spearheaded market expansion plans for senior leadership.
- Launched new locations through effective management of property acquisitions and construction and financial planning.
- Forecasted sales and established processes to achieve sales objectives and related metrics.
- Engineered effective inventory management strategies and loss prevention initiatives to keep shrink.
- Boosted brand growth by devising strategic network and marketing tactics.
- Evaluated costs against expected market price points and set structures to achieve profit targets.
- Supervised staff to optimize brand expansion initiatives and productivity.
- Managed P&L to decrease discrepancies and retain timely and under-budget project completion.

**WORK EXPERIENCE**

➤ **AVINASH CARGO PVT LTD – (ACPL) : - (CLUSTER HEAD / AREA MANAGER)**

➤ **MUMBAI MAHARASHTRA - From July 2020 to JULY 2022 .**

**Job description:**

- Under me was Virar to Dahanu area which also included Palghar and Boisar Tarapur Industrial Area, a team of about 20 people worked, whom I used to lead.

- Oversaw technology vendors such as audio visual, low voltage, security, network and sound masking.
- Integrated technology milestones into overall project plan.
- Provided weekly income and quarterly cluster reports to company headquarters.
- Implemented trending initiatives to help drive sales across cluster.
- Trained facility managers on company policy and procedure for similar performance throughout cluster.
- Monitored facility managers and staff performance through quarterly review assessments.
- Managed cluster expenditure by adhering to set budget.
- Analyzed sales data to manage cluster performance and make informed financial decisions.

➤ **VELEX LOGISTICS PVT. LTD.** – (BRANCH MANAGER)  
 ➤ **MUMBAI MAHARASHTRA – FROM JULY 2015 TO JUNE 2020**

**Job description:**

- Maintained friendly and professional customer interactions.
- Enhanced branch production rates by handling staff conflicts, evaluations, hiring, and termination processes and coaching employees on company protocol and payroll operations.
- Engaged employees in business processes with positive motivational techniques.
- Assessed employee performance and developed improvement plans.
- Met deadlines by proactively managing individual and team tasks and streamlining processes.
- Launched new training program to boost employee skills and staff retention rate.
- Implemented service improvements to enhance sales cycle.
- Consulted customers to boost product sales and services.
- Resolved various issues impacting sales management and business operations.
- Reduced process bottlenecks by training and coaching employees on practices, procedures, and performance strategies.
- Completed filings and upheld strict compliance with regulatory agencies and supervisors.
- Complied with regulatory guidelines and requirements.
- Boosted sales and customer loyalty through incentive programs.

**BULBUL EXPRESS :- (OWNER)**  
**MUMBAI MAHARASHTRA – FROM JANUARY 2014 TO JUNE 2015**

**Job description:**

- Trained and motivated employees to perform daily business functions.
- Enhanced operational efficiency and productivity by managing budgets, accounts, and costs.
- Evaluated suppliers to maintain cost controls and improve operations.
- Consulted with customers to assess needs and propose optimal solutions.
- Managed day-to-day business operations.
- Conducted target market research to discover customer needs and analyze

- competitor trends.
- Trained and developed team members to build human capital.
  - Established, optimized and enforced business policies to maintain consistency across industry operations.
  - Organized and attended trade shows and special events to showcase products, network with other businesses and attract new customers.
  - Discovered areas of improvement by generating quarterly operational and sales reports.
  - Monitored market conditions to set accurate product pricing and take advantage of emerging trends.
  - Used knowledge of market trends to create value-added solutions resulting in significant increase in revenues.
  - Generated revenues yearly and effectively capitalized on industry growth.
  - Established foundational processes for business operations.
  - Managed large budgets, collaborating with other departments to eliminate redundancies.
  - Cultivated forward-thinking, inclusive and performance-driven company culture to lead industry innovations.
  - Put together realistic budgets based upon costs and fees for successfully operating business.
  - Oversaw business budget planning and administration, accounting functions, purchasing, and bi-weekly payroll to handle financial needs.
  - Conducted audit inspections and independent checks to verify parts and materials.
  - Introduced new methods, practices, and systems to reduce turnaround time.
  - Performed statistical analyses to gather data for operational and forecast team needs.
  - Prepared bank deposits and handled business sales, returns, and transaction reports.
  - Prepared annual budgets with controls to prevent overages.
  - Worked with marketing teams to create print and online advertisements to bring in new customers.
  - Adhered to regulatory and policy changes and made necessary adjustments to maintain overall success.
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- Developed and implemented marketing strategies to generate new customers and increase sales and profit margins.
  - Assessed damaged materials and notified maintenance personnel of needed repairs.

➤ **BLUE DART EXPRESS. – (OPERATION SUPERVISOR)**  
**MUMBAI MAHARASHTRA – FROM JUNE 2005 TO NOVEMBER 2013**

**Job description:**

- Outsourced unnecessary services to save on labor, supplies and equipment costs and adhere to company budgets.
- Tracked company equipment, tools and technology to manage inventory.
- Evaluated team member performance and productivity, provided feedback and implemented corrective actions.
- Compiled training materials for new employees and tracked skill development.
- Managed internal operational standards and productivity targets.
- Organized meetings for executives and coordinated availability of conference rooms for participants.
- Provided backup to front desk to step in to assist with various tasks whenever employee was absent or at lunch.
- Interceded between employees during arguments and diffused tense situations.
- Resolved issues through active listening and open-ended questioning, escalating major problems to manager.
- Improved office operations by automating client correspondence, record tracking and data communications.
- Kept high average of performance evaluations.
- Managed supervisor itinerary and appointments and streamlined scheduling procedures.
- Optimized organizational systems for payment collections, AP/AR, deposits, and recordkeeping.
- Monitored front areas so that questions could be promptly addressed.

PLACE : MUMBAI

DATE

**(SANDEEP KUMAR SHUKLA)**