

Resume

Personal details

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Profile

Versatile with Almost Three years of experience in Tracking, telecalling, telemarketing operations and Back office. Want to use my expertise in customer relations and communication to work dynamically for the growth of the company.

Education

2015 - 2017 **Bachelor of Science**
Rajasthan University

Employment

- May 2022 - Feb 2024** **Executive**
Indian Institute Of Skill Development (IISD), Jaipur
- Oversee real-time tracking and monitoring of fleet vehicles, ensuring efficient route management and fuel optimization.
 - Provide technical support to drivers and customers for resolving tracking-related issues.
 - Communicated with customers to provide updates on delivery times and manage expectations.
- Feb 2024 - Feb 2025** **Sr Excutive**
Axestrack - Location Based analytics and GPS vehicle tracking, Jaipur
- Make outbound calls to potential and existing customers to promote products and services.
 - Handle inbound calls, provide information, and resolve customer queries regarding product specifications, pricing, and promotions.
- Feb 2025 - Present** **Sr Excutive**
Swift Road Link Pvt Ltd, Gurgaon
- Vehicle Tracking & Monitoring:
 - * Track real-time vehicle movement using GPS systems.

- * Ensure route adherence and report deviations.
- * Monitor estimated arrival times and communicate delays.
 - Diesel Advance & Budget Allocation:
- * Process and approve diesel advance requests within allocated budgets.
- * Verify fuel requests using trip data and GPS reports.
- * Maintain accurate fuel records and reconcile advances.
 - Coordination & Reporting:
- * Communicate with drivers, transport teams, and fuel vendors.
- * Generate reports on fuel consumption, route deviations, and efficiency.
- * Address fuel-related driver concerns. Compliance & SOP Implementation:
- * Ensure policy adherence for fuel advances and tracking.
- * Maintain accurate logs for audits.
- * Implement best practices for cost-effective fuel management

Skills

Project Management

Microsoft Excel

Graphic design (Cenva)

Google Maps

Leadership

Effective Communication

Languages

English

Hindi

Courses

2015

RS-CIT