

CURRICULUM VITAE

BHUWAN CHAND

H. No. 10 Gali No. 37 B-Block

Kaushik Enclave, Burari, Delhi-110084

Contact No: 7838961664

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CARRIER OBJECTIVE: A focused approach where I can enhance my knowledge, abilities and experience in order to obtain personal and professional development within the company.

ACADEMIC QUALIFICATIONS

- B.A. (P) from Zakir Husain Post Graduate Evening College, Jawahar Lal Nehru Marg, New Delhi-110002
- Intermediate from Patrachar Vidyalaya, Timarpur
- Matriculation from Sarvodiya Vidyalaya, Timarpur

PROFESSIONAL QUALIFICATIONS

- **Advance Diploma in Computer Applications** from **Sterlite Training Institute Center**, Police Training College, Model Town-II, Delhi-110009

COMPUTER SKILLS

- Computer Fundamentals, Window-XP, Window-7 & Window-8 etc.
- MS-Office (MS-Word, MS-Excel, MS-Power Point)
- Well versed with Internet
- Well versed with UBANTU Operating System used in Delhi Police Department Ministry of Home Affairs GoI

TYPING SKILLS

- English Typing Speed 60 w.p.m. with the accuracy of 95-98%
- Hindi Typing Speed 40 w.p.m. with the accuracy of 95-98%

SHORTHAND SKILLS

- English Shorthand Speed 60 w.p.m. (Pursuing)

EXPERIENCE

- **(March-2025 to present)** Presently working as **Assistant to Director (Ops)** with Express Roadways Pvt. Ltd. 608, Jackson Crown Heights, Sector-10, Rohini, New Delhi – 110085.
- **(July 2024 to January-2025)** worked as **P.A. to Director cum Corporate Manager (Client Service)** with RDG Group (Known as Goel Road Carriers Pvt Ltd) located at 122/6/1, 2nd Floor, Main 100 FT Road, Santnagar, Burari – 110084 and my job responsibilities are such as:
 - ✓ Attending calls and take appropriate action with the direction.
 - ✓ Taking care of the escalations of top Clients, ensure revert on every email from a client on time by the team.
 - ✓ Managing 65% of the shipments.
 - ✓ Driving key output performance KPIs that impact the client. Example: TAT, RTO, NDR handling, billing.
 - ✓ Collection of post-paid clients.
 - ✓ Analyzing each account for remittance and bill settlement.
 - ✓ Focus in building new business, increasing customer loyalty, and forging strong relationships with external clients.
 - ✓ Handling queries on business association and facilitate onboarding.
 - ✓ Achieve the monthly shipment and revenue targets.
 - ✓ Taking decision on pricing and client level profitability.
 - ✓ Day to day interaction with clients regarding their business requirements.
 - ✓ Meeting client on a regular interval on performance, load increment, relationship building.
 - ✓ Daily follow up in order to get closure of shipments.
- **(April-2024 to June-2024)** Worked as **Flying Squad** with Greencell Mobility Property No. 158 Karkar Mandan Prakash Industrial Area behind Gyani Gurudwara Opposite Metro Pillar No. 159 GT Road Ghaziabad UP - 201005

- **(August-2023 to March-2024)** Worked as **Office Coordinator** with BVG India Ltd. ALPS Building 2nd Floor, 56 Janpath New Delhi – 110001 and posted in the O/o Executive Engineer, Delhi Transport Infrastructure Development Corporation Ltd. (DTIDC) [An Enterprise of Govt. of NCT of Delhi] located at 2nd Floor, Tower Block, ISBT Kashmere Gate, Delhi – 110006 and assisting to AGM (Works) cum Executive Engineer in his day-to-day working such as:
- ✓ Various kind of Letter Drafting related to other Govt. Departments, Concessionaries and general public replies etc.
 - ✓ Managing departmental as well as non-departmental meetings schedule of the Executive Engineer
 - ✓ Attending calls and take appropriate action with the direction of Executive Engineer
 - ✓ Making different kinds of project reports, Ministry of Home Affairs Reports regarding lit condition of BQS etc. dealt by the Executive Engineer
 - ✓ Handling the official mails of the Executive Engineer and prepare reply accordingly
 - ✓ Coordinate with various agencies which are dealing in Bus Queue Shelters (BQS) in all over Delhi on the basis of complaints received by general public and instruct to the concerned agency to rectify the same
 - ✓ Day to Day Public Grievance Monitoring System reply **(Time Bound)** related to Bus Queue Shelters of all over Delhi
- **(April-2022 to July-2023)** Worked as Senior Data Executive with Delhi Police and posted in the office of Assistant Commissioner of Police (Crime) at New Police Headquarters located at Jai Singh Road, New Delhi and assisting him day to day working such as various kinds of reports. Further, independently managing the emails of Crime Branch of Delhi Police on day to day basis.
- **(January-2014 to April 2022):** Worked as Office Executive cum Personal Assistant in the O/o Executive Engineer, Delhi Transport Infrastructure Development Corporation Ltd. (DTIDC) [An Enterprise of Govt. of NCT of Delhi] located at 2nd Floor, Tower Block, ISBT Kashmere Gate, Delhi-110006 and assisted to the Executive Engineer in his day-to-day working such as letter drafting to other civic agencies, bus queue shelter concessionaires and general public etc., manage the office schedule of Executive Engineer.

- **(April 2011 to December-2013):** Worked as Establishment Clerk cum Administrative Assistant with the O/o Mission Director IDHS, East District under NRHM Project Govt. of India posted at O/o Chief District Medical Officer (East District) Directorate of Health Services Govt. of NCT of Delhi and was handling various kinds of reports on Delhi Govt. Web Portal such as Mother & Child Tracking System (MCTS), Hospital Management Information System (HMIS), Immunization Reports, OPD Patient Reports of four different Delhi Govt. Health Centers in East District.

- **(February-2007 to March-2011):** Worked as CDEO with the O/o Mission Director IDHS, East District under NRHM Project Govt. of India and was posted at O/o Chief District Medical Officer (East District) Directorate of Health Services Govt. of NCT of Delhi. Besides performing the designation related duties has also been vested with the additional administrative responsibilities viz. Maintenance of Service Records, Preparation of Salary Rolls of the around 200 NRHM/RCH personnel's of the district, Disbursement of RCH/NRHM related funds to Medical Officers of the district, Making payments to the respective agencies (Govt./Non-Govt.) with regards to inventories procured for the project, Making correspondence with various Govt./Non-Govt. agencies in the course of discharging routine and specially assigned duties.

- **(April 2006 to January 2007):** Worked as Jr. Assistant cum Document Assistant with "Geo-Chem Laboratories (P) Ltd." An International Independent Inspection & Testing Company at Padma Tower – I, Flat No. – 1311, 13th Floor Rajendra Place New Delhi-110008 and was looking after the coordination/logistics between 200 godawns spread all over India and was responsible for day to day reporting for various outlets and was also inspected time to time.

- **(January 2005 to March 2006):** Worked as "Personal Assistant of Medical Director" in "Vinayak Hospital a Multispecialty Hospital" Plot No. 2, Derawal Nagar, Opposite Model Town, Delhi-110009 and was looking after Dispatch, Correspondence, assisting to Medical Director in all Correspondence Reports & Govt. related works, Interview Calls, Duty Roster of whole Hospital Staff and day to day work of Office/Administration including Nursing Department of the hospital which were assigned to me.

PERSONAL DETAILS:

Date of Birth : 12th December 1980
Father's Name : Sh. Ramesh Chand
Marital Status : Married
Nationality : Indian
Postal Address : H. No. 10 Gali No. 37 B-Block, Kaushik
Enclave, Burari, Delhi-110084
Hobbies : Cricket: Participated in Zakir Husain Inter
College Cricket Tournament as Captain and
won the Tournament, Listening old Music
E-Mail Address : bhuwanchand009@yahoo.com
Contact No. : **7838961664**

Declaration: I hereby declared that whatever has been stated above is true to the best of my knowledge, correct and nothing material has been concealed there from.

Date:

Place: New Delhi

(BHUWAN CHAND)