

# Rajeev Kumar

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## SUMMARY

Experienced customer service professional with 7+ years in Automotive & FMCG. MBA in Sales and Marketing. Skilled team player with a knack for building client rapport. Committed to customer satisfaction and driving company growth. Energetic, results-oriented.

## EDUCATION

**M.B.A (Marketing & Sales), Sikkim Manipal University, U.G.C**

2017 – 2020

**B.B.A, L.N Mishra College of Business Management, A.I.C.T.E**

2015

**HSC, R.P.C.J Vidyalaya, B.S.E.B, Patna**

2012

**SSC, R K Tirhut Academy, B.S.E.B, Patna**

2010

## EXPERIENCE

**Safexpress Pvt Ltd, Guwahati, Assam — Senior Executive**

DECEMBER 2024 – Present

- Streamlined operational processes to enhance efficiency and reduce costs.
- Monitored quality standards to ensure compliance with organizational and industry benchmarks.
- Managed resource allocation, optimizing manpower, materials, and time for project success.
- Oversaw logistics and supply chain operations to ensure timely delivery of goods and services.
- Fostered vendor relationships and ensured adherence to contract obligations and quality standards.

**Sipco Lubricants Pvt Ltd, Muzaffarpur, Bihar — Area Sales Executive**

JANUARY 2023 – NOVEMBER 2024

- Developed and executed strategic plans to achieve primary and secondary sales targets.
- Managed key accounts to drive sales growth and increase market share.

- Collaborated with distributors to ensure effective product distribution.
- Monitored sales performance metrics and implemented corrective actions as needed to meet or exceed targets.
- Provided product training and support to distributors, ensuring they have the knowledge and tools to effectively sell SIPCO Lubricants products.

### **TCI Express Ltd. (Muzaffarpur)**

April 2020 – Dec 2022

Providing administrative support to the operations team, ensuring smooth day-to-day operations by managing tasks like inventory tracking, coordinating maintenance schedules, handling customer inquiries related to service issues, and maintaining accurate documentation, all while adhering to company policies and procedures.

- **TRAINING**

### **Comparative Study of Telecommunication Service, IDEA Cellular Ltd.**

2015

A comparative analysis of the leading telecom service providers such as Bharti Airtel, Vodafone ESSAR, and Reliance Communication with special attention to IDEA Cellular. Primary data has been collected to measure the level of satisfaction (LOS) of Indian telecommunication customers.

### **LANGUAGE**

**Hindi**

**English**