

ROHITA KUMAR PANDEY

■ Pandeyrohitballia@gmail.com | ■ 7784950859 | ■ Ballia
■ LinkedIn: <https://www.linkedin.com/in/rohit-pandey-1681391b3>

PROFESSIONAL SUMMARY

Results-driven Operations and Sales professional with experience across logistics, travel, and e-commerce. Proven expertise in team management, client servicing, field operations, and administration. Skilled in optimizing workflows, handling multi-district operations, and delivering customer satisfaction. Adept at leveraging MS Excel (MIS) and GDS systems (Amadeus, Galileo, Worldspan, Apollo) for operational efficiency.

WORK EXPERIENCE

Associate operation(delivery executive)/ECOM EXPRESS PVT.LTD.(Oct2015-Aug2016)

- In this company, we had to go to the addresses of the customers who ordered online and deliver them (Snapdeal, Amazon, Naptol, Home Shop 18, ShopClues) and orders also came from many other companies
- Our work was to go to one area and deliver the packet on the same day and we always tried to give our best performance.

Executive operation(DC HEAD)/ECOM EXPRESS PVT.LTD.(Jan 2018-Oct2018)

- In this company, we had to go to the addresses of the customers who ordered online and deliver them (Snapdeal, Amazon, Naptol, Home Shop 18, ShopClues) and orders also came from many other companies.
- In this, I had 5 branches in my district in which the delivery executive had to make the delivery at the customer's home and had to do team handling and whatever management/recruitment there was in the 5 branches, he had to fill it fully from his senior level.
- Our work was to go to one area and deliver the packet on the same day and we always tried to give our best performance.

Founder / Self-Business (Tour & Travels), Ballia (Mar 2020 – Present)

- This is my self business currently I am working right now.
- Provide vehicle rental & travel management services for events and personal travel.
- Built strong client relationships and ensured seamless arrangements.
- In which I do this work while living in my home town, like getting a car arranged in someone's wedding or if there is a need for a vehicle to go somewhere, I fully fulfill that need.

Hub incharge | V5 Logistic & Warehousing Pvt. Ltd.,Azamgarh (Jan 2021 – Apr2022)

- This company supplies ration to the children of the village on block under government ICDS project (Bal Vikas Pariyojana) and also works on many other projects (PTM LOAN, HDFC loan verification etc) whatever delivery work is required, it does that.
- Supervise material distribution from block level to district hubs ensuring timely deliveries.

(PRAMOTTED) Area Manager | V5 Logistic & Warehousing Pvt. Ltd., Lucknow (Apr2022 – Jan2025)

- This company supplies ration to the children of the village on block under government ICDS project (Bal Vikas Pariyojana) and also works on many other projects(PTM LOAN, HDFC loan verification etc) whatever delivery work is required, it does that.
- My work was that I have a total of **8 districts**, in which we talk to the block level and get the material loaded and sent to the hubs in our local districts and get the vehicles emptied. Whatever team handling, management, requirement is there in these 6 districts, it has to be fully filled.
- Supervise material distribution from block level to district hubs ensuring timely deliveries.
- Lead recruitment, training, and performance management for multi-district team.

Area Manager | Opration lead | SVG express Pvt. Ltd.,Varanasi(Feb2025-prasent)

- This company works with v5logistics warehousing, only our project has changed in this that we look after the work of delivering to Reliance stores in which we deliver to 6 districts.
- Lead recruitment, training, and performance management for multi-district team.

EDUCATION

**B.A. – Mahatma Gandhi Kashi Vidyapeeth, Varanasi (2013–2015) Intermediate – Janta Inter College, Ballia (UP Board, 2012)
High School – Senior Secondary High School, Ballia (UP Board, 2009)**

CERTIFICATIONS

Diploma in Airlines Management (IATA) – HILTON INSTITUTE OF FASHION AIRLINES & ACADEMICS(IATA). , Delhi (2012–2013)

In this institute we have done 1 year course of Airlines Management which includes making airline tickets, tourist guiding (Amadeus, Galileo, World Span, Apollo).

SKILLS

- **Team Handling & Leadership**
- **Operations & Project Management**
- **Customer Service & Sales**
- **Excel MIS (Intermediate)**
- **Communication & Problem Solving**

LANGUAGES

Hindi (Native)

English (Proficient)

PERSONAL DETAIL

Father name : Sri Harishankar Pandey
Marital Status- : Married
D.O.B.- : 04/05/1995
Natinality : Indian

DECLARATION

I here by declare that all the information given above true do the best of my knowledge & believe.

DATE:-

(ROHITA KUMAR PANDEY)

PLACE:-

