

Rajeev Yadav

Senior Customer Support Executive | Logistics Coordinator

Delhi, India | +91 8826450854 | designer.rajeev08@gmail.com

Professional Summary

Experienced logistics and customer support professional with 8+ years of experience across logistics coordination, warehouse supervision, billing, customer support, and graphic design. Proven ability to manage B2B & B2C operations, key accounts, MIS reporting, inventory management, and e-commerce platforms. Seeking to contribute operational excellence and process efficiency to a growth-oriented organization.

Work Experience

- Senior Customer Support Executive & Logistics Coordinator
TQS Logistic, Okhla Phase II, Delhi | Jan 2025 – Present

Coordinate end-to-end logistics operations for B2B and B2C deliveries
Handle appointment-based deliveries for Amazon, Flipkart, Reliance, Swiggy, Zepto, Nykaa and canteen deliveries

- Customer Support Executive & Software Executive
Alltime Logistic Pvt. Ltd., Dwarka Sec-26 | Jun 2022 – Dec 2024

Managed customer queries and logistics software operations
Tracked shipments and resolved delivery-related escalations
Maintained accurate operational data and reports

- Warehouse Supervisor & Billing
Buildskill Intertrade Pvt. Ltd., Dwarka | Mar 2019 – Jun 2022

Supervised warehouse operations including material inward and dispatch
Managed inventory control and order processing
Prepared billing and maintained records

- Graphic Designer
Studio & Thought Advertising | Sep 2017 – 2019

Designed marketing creatives using Photoshop and CorelDraw
Handled client requirements and ensured timely project delivery

- Computer Technician
ACS | Nov 2016 – May 2017

Provided system installation, troubleshooting, and technical support

Key Skills

Logistics Coordination, Customer Support, Warehouse Operations, Inventory Management, Order Processing, MIS Reporting, Billing, Shopify, Amazon & Flipkart Listings, Track consignment movement and ensure timely delivery
Prepare MIS reports and manage waybill validity & extensions
Liaise with clients, transporters, and internal teams for issue resolution

Key Accounts Handled

- Hamilton Science Pvt. Ltd. (Denver)
- Nykaa E-Retail Pvt. Ltd.
- Fortune Marketing Pvt. Ltd.
- Timex Watch Pvt. Ltd.
- Tuareg Marketing Pvt. Ltd.
- Ledure Lighting Pvt. Ltd.
- Ral Consumers Pvt. Ltd.
- Kyocera Document Solutions

Education

MBA (Operation & Supply Chain) Delhi University 2025

Bachelor of Computer Applications (BCA) – FIMT, IP University | 2014
Subjects: C, C++, HTML, Oracle, PHP

Diploma in Computers – F-TEC | 2015
Photoshop, Flash, CorelDraw, Busy Accounting

Higher Secondary (CBSE) | 2009
Commerce, English, Hindi, Mathematics

Professional Training

- 6 Months PHP Technology Training – CMC
- Cyber Security & Ethical Hacking Workshop (2 Days)

Languages

English, Hindi

Personal Details

Date of Birth: 08 November 1991
Marital Status: Married
Nationality: Indian