

Ravishankar Vishwakarma

Email: 114ravishankar@gmail.com

Hand Phone: +91-8422971049

Vill-Mustfabad, Post-Bijaura, Dist-Ghazipur, Uttar Pradesh 233226

Over *09 years* of cross functional rich experience in and operations. Effective communicator with excellent relationship management skills and strong operational, problem solving & organizational abilities.

Areas of Expertise

Customer Relationship Management

- ✓ Identifying prospective clients, generating business from the existing thereby achieving business targets.
- ✓ Building and maintaining healthy business relations with major clients; mapping their requirements and providing them best solutions.
- ✓ Ensuring maximum customer satisfaction by attending their complaints, resolving their concerns and achieving delivery and quality norms.

Team Management

- ✓ Leading, training & monitoring the performance of team members to ensure efficiency in floor operations and meeting of individual & group targets.
- ✓ Conducting meetings for setting up sales objectives and designing or streamlining processes to ensure smooth functioning of floor operations.

Career Highlights

Om Logistics LTD

Feb 2017 to Oct- 2019

Assistant of Operation

Department Operations – Jasai

Navi Mumbai Key

Responsibilities & Achievements

- ✓ All-rounder in operation work
- ✓ Planning of delivery vehicle with route wise
- ✓ Before delivery OFD calling to customer availability
- ✓ After delivery fully care of POD & acknowledge
- ✓ Per week submitting delivered POD with full summary
- ✓ Reporting to Branch Head.

Om Logistics Ltd

Nov 2019 to Dec -2024

Branch-Incharge > With

Operation Management –

(Operation) -Taloja

Key Responsibilities & Achievements.

- ✓ Strategically plan and manage logistics, warehouse, transportation and customer services.
- ✓ Coordinating with senior management.
- ✓ Keep track of quality, quantity, stock levels, delivery times, transport costs and efficiency.
- ✓ Arrange warehouse, catalog goods, plan routes and process shipments.
- ✓ Resolve any arising problems or complaints.
- ✓ Meet cost, productivity, accuracy and timeliness targets.
- ✓ Maintain metrics and analyze data to assess performance and implement improvements.
- ✓ Planning routes and load scheduling for multi-drop deliveries.
- ✓ Booking in deliveries and liaising with customers.
- ✓ Allocating and recording resources and movements on the transport planning system.
- ✓ Ensuring all partners in the supply chain are working effectively and efficiently to ensure smooth operations.
- ✓ Communicating effectively with clients and responding to their requirements.
- ✓ Booking sub-contractors and ensuring they deliver within agreed terms.
- ✓ Direct activities related to dispatching, routing, and tracking transportation vehicles, such as aircraft and railroad cars.
- ✓ Plan, organize and manage the work of subordinate staff to ensure that the work is accomplished in a manner consistent with organizational requirements.
- ✓ Collaborate with other managers and staff members in order to formulate and implement policies, procedures, goals, and objectives.
- ✓ Promote safe work activities by conducting safety audits, attending company safety meetings, and meeting with individual staff members.
- ✓ Look after all in transit E-way bill & consolidation.

**Branch-Incharge > With
Operation Management –
(Operation) -Wagholi**

Key Responsibilities & Achievement

- ✓ Booking in deliveries and liaising with customers.
- ✓ Pod same day upload and send to H.o.
- ✓ Ensure timely and accurate movement of consignments across transport modes.
- ✓ Oversee end to end branch operations including cargo receipt, storage dispatch & delivery.
- ✓ Collaborate with other managers and staff members in order to formulate and implement policies, procedures, goals, and objectives.
- ✓ Direct activities related to dispatching, routing, and tracking transportation vehicles, such as aircraft and railroad cars.
- ✓ Strategically plan and manage logistics, warehouse, transportation and customer services.
- ✓ Coordinating with senior management.
- ✓ Keep track of quality, quantity, stock levels, delivery times, transport costs and efficiency.
- ✓ Arrange warehouse, catalog goods, plan routes and process shipments.
- ✓ Resolve any arising problems and maintain compliance with company policies, industry standards, and safety protocols.
- ✓ Monitor branch KPIs and prepare regular performance reports.
- ✓ Maintain metrics and analyze data to assess performance and implement improvements.
- ✓ Planning routes and load scheduling for multi-drop deliveries.
- ✓ Bill submission on time.
- ✓ Coordinate with customers and internal terms to resolve operational issues and maintain service excellence.
- ✓ Drive continuous improvement in operational processes and team productivity.

Educational Qualification:

Examination	Year	Board	Percentage
High School	April 2004	U.P.	62.83
Intermediate	April 2006	U.P.	60.00
B.Sc. Bio	May 2011	VBSP University Jaunpur U.P.	55.11

Computer Literacy:

DCA (Diploma in Computer Application.)
Full Knowledge of MS Excel and MS Word
E way Bill full Knowledge....
ERP

Competencies:

- ✓ Strong Determination in setting Goals & Achieving them
- ✓ Good communication skills
- ✓ Good leadership skills
- ✓ Practical and positive attitude
- ✓ Quick learner and zest for learning more
- ✓ Good team member

Personal Details:

Date of Birth: 10 Aug, 1989.

Languages: English, Hindi, Bhojpuri

Hobbies: Music, Reading & Movies...

Place of Birth: – Vill Mustfabad,
Bijaura, Ghazipur [Uttar Pradesh]
233226

Marital status: Married.

Date:/...../...

Place: Wagholi

[Ravishankar Vishwakarma]

