

## Objective

A challenging position in a professional organization where my earned knowledge will add value and where I can enhance my strength/skills and will contribute towards mutual success of the organization and myself.

## Technical skills

\*Handle corporate customer

\*Marketing strategy

\* Customer relationship management

\* Dynamic Marketing and Operations Manage

## Courses & Certifications

\*English Spoken from American Spoken Classes.

\*Basic Computer Course

## Soft Skills

Team Collaboration

Adaptability

Enhance customer satisfaction and drive business growth.

## Achievement

Skilled in problem-solving and marketing strategies, ensuring timely deliveries and addressing customer complaints effectively.

## Personal Details

Language - English, Hindi

Father Name-Shri. Ram Ji Pandey.

\*D.o.b – 10<sup>th</sup> March 1988.

# RANJAN KUMAR PANDEY

## Phone

+918076233474

## Address

House NO-2 Ganga Vihar colony Baghdadabad Haridwar Uttarakhand -249402

## Experience

Email-ranjanpandey777@gmail.com

### AREA MANAGER

DEC-2017

### VRL LOGISTICS LTD.

D.O.J. December-2017 (Aa an operation assistant in Rudrapur Branch)

From November 2019 to January 2024 (As a Branch Manager Haridwar)

From February - 2024 To Continue (Aa an Area Manager)

#### Key Deliverables: -

Managed transportation logistics and coordinated shipments for timely deliveries.

Investigated customer complaints related to freight damage or late deliveries.

Manage corporate customers and their bills and payments.

Dedicated marketing for business improvement, big and small customers.

Capture more business to convince customers according to company policy for rates.

Handle vehicle routes for direct load in PTL, combining two or three branches.

Supervised a team of drivers, dispatchers, and customer service representatives.

Visit the provided branches, address customer complaints, and capture new business.

### A- RBL BANK LIMITED (In Delhi)

JAN-2015

#### Key Deliverables: -

Check their credit score

Verify Application form

Convince to customer for investment and open new accounts.

## Education

High School from UP Board

2003 -1<sup>st</sup>

Intermediate From UP board

2005 -1<sup>st</sup>

Graduation (B.A.)

2008 -

(From V.B.S. Purvanchal University Handia Allahabad)

\*MBA Sikkim University