

RAJESH KUMAR SHUKLA

Vill & Post Khakhajkhor, Dist. Gorakhpur, Uttar Pradesh

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CAREER OBJECTIVE

A dedicated logistics and operations professional with 7+ years of experience in express cargo and supply chain management. Seeking to leverage expertise in ground operations, MIS reporting, and customer service to contribute effectively to a dynamic organization, while continuing to grow through challenging and creative responsibilities.

WORK EXPERIENCE

Hub Manager — Vishi Electronics India Private Limited

April 2019 – December 2025 | Gorakhpur

- Managed complete hub operations including inbound, outbound, and inventory management.
- Supervised and coordinated with ground operations team to ensure on-time delivery and pickup.
- Monitored route performance and service levels, implementing improvements where necessary.
- Prepared and maintained MIS reports on a daily, weekly, and monthly basis.
- Ensured customer satisfaction at both internal and external levels.
- Handled vendor coordination and managed escalations efficiently.

Logistics Executive — Ehaat Limited

August 2018 – March 2019 | Gorakhpur

- Independently managed logistics operations, overseeing inbound and outbound activities.
- Ensured timely dispatch and delivery of shipments.
- Maintained MIS reports and inventory records on a regular basis.

Operation Executive — Safexpress B2C Pvt. Ltd.

13 May 2014 – 31 January 2018 | Lucknow

- Managed ground operations including on-time delivery and pickup.
- Collected COD (Cash on Delivery) amounts and ensured accurate reconciliation.
- Ensured complete customer service satisfaction at both internal and external levels.
- Responsible for receiving and dispatching materials efficiently.
- Handled Return to Origin (RTO) processes.
- Prepared and maintained MIS reports on a regular basis.
- Processed online orders for Tele Brand Network Pvt. Ltd.

Logistics Associate / Project In-charge (NSN / Ericsson) — Max Logistics – Business Associate of TNT India Pvt. Ltd.

August 2010 – April 2014 | Allahabad

- Reported to HUB Manager and contributed to regional logistics strategy.
- Monitored and improved arrival/departure route performance and service levels.
- Coordinated with distribution centres and call centres to resolve customer queries and complaints.
- Managed ground operations to ensure on-time delivery and pickup.
- Ensured complete customer service satisfaction at internal and external levels.
- Managed timely collection of receivables for efficient fund flow and working capital management.
- Independently handled 2 warehouse customers (NSN / Ericsson) in one location.

- Conducted vendor development and managed daily inbound/outbound inventory.
- Prepared MIS reports and maintained complete stock management with zero variance (weekly basis).

EDUCATIONAL QUALIFICATIONS

- B.A. – Allahabad University (2011)
- Intermediate in Science Stream – U.P. Board (2007)
- High School in Science Stream – U.P. Board (2004)

ADDITIONAL QUALIFICATIONS

- 6-Month Diploma in Computer Applications (D.C.A.) – SIIT, Allahabad
- 3-Month Diploma in Financial Accounting (Tally 9.0) – Confidence, Allahabad
- English Typing Speed: 35 WPM

PERSONAL PROFILE

Father's Name: Late Keshav Shukla

Date of Birth: 14 February 1990

Nationality: Indian

Marital Status: Married

Languages Known: English & Hindi

Hobbies: Internet Surfing and Art

Salary Expectation: Negotiable

DECLARATION

I hereby declare that all the information provided above is true and correct to the best of my knowledge. If given an opportunity to serve your organization, I assure you that I shall perform my duties with utmost dedication and sincerity.

Date: _____

Place: _____

Rajesh Kumar Shukla