**Akshay Bajpai**

Mobile: +918770287729

**E-mail: akshay.bajpai2427@gmail.com**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Consummate professional seeking position For Administration, Finance and Back Office with a leading organization**.

**ACADEMIC DETAILS**

* MCA from Shri Vaishnav Institute of Management, Indore (M.P.) with 7.4% in 2016
* B.Sc. from Shri Vaishnav Institute of Management, Indore (M.P.) with 60.2% in 2011
* H.S.C from MP board with 57.6% in 2009.
* S.S.C from MP board with 71% in 2006.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**IT SKILLS**

* + **Technical Languages :** C / C++**,** Core Java, Advance java, J2EE, .NET
  + **Software :** MS Office
  + **Editor :** Visual Studio 2012, Net Beans 8.0.2
  + **Database :**My SQL, Oracle 12C
  + **Concepts :** Data Structure, and Object Oriented Programming
  + **Operating System :**Windows family & Linux

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CORE COMPETENCES**

* IT skills (software Installations, operating systems, browsing, IT-tech support).
* Ensuring smooth operations at all times and maintaining proper decorum & discipline by implementing & modifying the policies & procedure.
* Working closely with the departments to achieve a harmonious working environment and greater operational efficiency.
* Coordinating activities as appropriate and preparing internal reports for management.
* Involved in evaluating incoming and outgoing correspondence.
* Gathering / updating data to maintain departmental records & databases.

**PROFILE SUMMARY**

* Responsible for handling the day-to-day administrative tasks of the office and making sure that everything runs smoothly.
* A Competent professional with experience in Store, Sales, Finance and Office Administration.
* MIS preparation on daily basis.
* Proficient in handling the activities in coordination with the internal & external departments for smooth business.
* Capable of adopting new measures and understanding the changed circumstances for fast adaptability.
* An effective communicator with excellent interpersonal & relationship management skill.
* Skills in Maintaining record corresponding with internal/external client.
* Proven abilities in providing comprehensive support of executive level staff.

**ORGANIZATION EXPERIENCE**

**Tata tele services-Surevin BPO, Indore (MP) - 3 Years Exp.**

**Role:**

* Supports team manager and performs management duties when manager is absent or out of office
* Manages inventories and stock, including keeping detailed records of inventory use and sales, and advising management on ordering where necessary
* Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks
* Assists management with hiring processes and new team member training
* Answers team member questions, helps with team member problems, and oversees team member work for quality and guideline compliance
* Communicates deadlines and sales goals to team members
* Develops strategies to promote team member adherence to company regulations and performance goals
* Conducts team meetings to update members on best practices and continuing expectations
* Generates and shares comprehensive and detailed reports about team performance, mission-related objectives, and deadlines
* Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints
* Core sales executive & team leader.
* Establishing and maintaining files & records for the office**.**
* Coordinating with external departments to answer all the queries and ensure to complete it.
* Acting as a primary point of contact between clients& the employer through proper communication.
* Collections of documents, activation of new connections, generate AV CV AND QC of new connections.

**Alankit Assignment Limited-Regional Office Indore (MP) – 3 Years Exp.**

**Role:**

* Carrying out large volumes of filing while retaining a good level of accuracy and efficiency.
* Maintaining an effective administration system.
* Rapidly responding to and resolving any administrative problems.
* Managing related legislative, regulatory and compliance issues.
* Running the company reception area.
* Coordinating office procedures.
* Ordering and maintaining office stationery and equipment.
* Typing up correspondence including letters, faxes, minutes and memos.
* Offering a warm and friendly welcome to any visitors.
* Sorting and distributing incoming post.
* Receiving and redirecting telephone calls.
* Raising and progressing purchase orders.
* Booking travel and accommodation for senior managers
* Updating office manuals and brochures.
* Managing electronic and printed
* Handling all back office operations regarding to PAN TDS, TAN, NPCI,NPS, UID, and P2F& receipt generation at front office.
* Establishing and maintaining files & records for the office**.**
* Coordinating with external departments to answer all the queries and ensure to complete it.
* Acting as a primary point of contact between clients& the employer through proper communication.
* Hands on experience in charting out material dispatches and contributing towards enhancing business volumes & growth and achieving profitability norms.
* Branch inspection, training to supporting branches.
* Coordinate with all the regional branches.

**Worked with ONDOOR CONCEPT Pvt. Ltd– Indore (MP) – 3 years**

**Role:**

* Complete store operational requirements by scheduling and assigning employees; following up on work results
* Maintain store staff by recruiting, selecting, orienting and training employees
* Maintain store staff job results by coaching, counseling and disciplining employees; planning, monitoring and appraising job results
* Prepare annual budget; schedule expenditures; analyze variances; initiate corrective actions
* Identify current and future customer requirements by establishing rapport with potential and actual customers and other persons in a position to understand service requirements
* Ensure availability of merchandise and services by approving contracts; maintaining inventories
* Formulate pricing policies by reviewing merchandising activities; determining additional needed sales promotion; authorizing clearance sales; studying trends
* Secure merchandise by implementing security systems and measures
* Protect employees and customers by providing a safe and clean store environment
* Maintain the stability and reputation of the store by complying with legal requirements
* Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies
* Maintain operations by initiating, coordinating and enforcing program, operational and personnel policies and procedures
* Contribute to team effort by accomplishing related results as needed
* Maintain inventory by implementing purchasing plans and staying in contact with vendors and shippers
* Develop a schedule of holiday activities and promotions throughout the year strategically designed to bring in more revenue
* Provide training to improve the knowledge base of the staff and utilize cross-training methods to maintain productivity when employees are absent
* Work with vendors and manufacturers to bring in effective marketing displays for the sales floor and store windows
* Manage all controllable costs to keep operations profitable
* Manage stock levels and make key decisions about stock control
* Deal with staffing issues such as interviewing potential staff, conducting appraisals and performance reviews, as well as providing or organizing training and development
* Ensure standards for quality, customer service and health and safety are met
* Respond to customer complaints and comments
* Organize special promotions, displays and events
* Update colleagues on business performance, new initiatives and other pertinent issues
* Tour the sales floor regularly, talking to colleagues and customers to identify or resolve urgent issues

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PERSONAL DETAILS**

**Date of Birth:** 24th June, 1989

**Nationality:** Indian

**Marital Status:** Un-Married

**Languages Known:** Hindi, English

**Father’s name:** Sadan Prasad Bajpai

**Permanent address:** 629 Sudama Nagar Indore

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DECLARATION**

I hereby declare that above information are true to the best of my knowledge & Belief.

Date:-

Place

Akshay Bajpai