

BRAJESH KUMAR SHAKYAWAR



CONTACT

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📅 1 7/08/1 989

OBJECTIVE

SKILLS

- MS Office
- Internet
- Documentation skills
- Assisting customers
- Incident reporting
- Customer service
- Teamwork
- Multitasking
- Problem-solving
- Attention to detail
- Multitasking Abilities
- Problem-solving abilities
- Excellent communication
- Adaptability and flexibility
- Analytical thinking
- Documentation and reporting
- Continuous improvement
- Goal setting
- Written communication

VERIFICATION

- **AADHARCARD NUMBER**
535831358807
- PAN CARD NUMBER
LZLPS0241 Q
- BANK DETAILS
STATE BANK OF INDIA A/C~43083671 790
IFSC~SBIN0005678

PROJECTS

Professional Summary

Bringing expertise in team supervision and employee training to ensure compliance with policies and standards. Skilled in maintaining operational efficiency and safety across diverse work environments. Proficient with Windows operating systems and MS Office, facilitating effective digital communication and data management.

EXPERIENCE

Sales Executive – Dalmia Bharat Cement

Location: Bhopal, Madhya Pradesh

Duration: 1 Year

- Handled sales of cement products in Bhopal and nearby territories.
- Managed dealers, distributors, retailers, contractors and builders.
- Conducted regular market visits and generated orders from new and existing customers.
- Achieved monthly sales targets through proper territory planning and customer follow-ups.
- Developed new dealer and retailer networks to expand market coverage.
- Promoted cement products and explained quality, strength and applications to customers.
- Monitored competitor brands, pricing and market demand.
- Coordinated with distributors for stock availability and timely delivery.
- Followed up on outstanding payments and dealer requirements.

APMC KHACHROD

DATA ENTRY OPERATOR

Maintained confidentiality when handling sensitive information from customers.

Created and maintained detailed records of all data entry activities to ensure accuracy.

Performed quality checks on data entries to ensure accuracy of information.

NEHRU YUVA KENDRA

Youth Volunteer Coordinator

Encouraged feedback from youth volunteers regarding their experiences with the organization's programs.

Trained youth volunteers in program management techniques and best practices.

Assessed the needs of local communities and identified suitable volunteer placements for young people.

GEASIM INDUSTRY PRIVATE LIMITED

SECURITY GUARD

Supervised a team of Security Officers in their daily duties. Monitored and maintained security systems, including alarms, CCTV cameras, access control systems and other related equipment.

Maintained accurate records of all security-related incidents and activities.

PRIVATE

ELECTRICIAN

Ran conduit, pulled wire and installed outlets, fixtures, and switches. Maintained a safe work environment by adhering to all local codes, regulations, and safety standards.

Installed and maintained electrical systems in commercial, residential, and industrial settings.

SOUND SYSTEM

OPERATER

Trained new DJs on proper setup procedures and safety protocols prior to their first gig.

Constructed creative lighting designs for each performance space that enhanced the overall atmosphere.

Collaborated with venue staff and other performers to ensure successful event production.

customer care supervisor

Team leader

Responded to customer inquiries and resolved complaints to establish trust and increase satisfaction.

Maintained up-to-date knowledge of company products and

LANGUAGE

✓ Hindi and English

services, effectively communicating changes to the team for seamless customer support.
Improved customer satisfaction by addressing and resolving escalated issues promptly and professionally.
Developed and maintained strong relationships with customers to maintain loyalty and satisfaction.
Created customer support strategies to increase customer retention

Transport supervisor

Coal. mines

Ensured timely deliveries through effective coordination of drivers, vehicles, and routes.

Maintained a safe working environment, by conducting regular safety training sessions for staff members.

Established contingency plans to minimize the impact of unexpected disruptions or delays on transport services provided at clients.

Reduced vehicle downtime through proactive planning of maintenance schedules and efficient utilization of resources

EDUCATION

M.P BOARD BHOPAL

HIGH SCHOOL

2nd

2005

M.P BOARD BHOPAL

Higher secondary school

2nd

2008

VIKRAM UNIVERSITY

BSC COMPUTER SCIENCE

2nd

2013

vedanta Foundation

DCA

1st

2010

NIESBUD BHOPAL

Tally

Signature:



BRAJESH KUMAR SHAKYAWAR