



# RAHUL GAUR

## CAREER OBJECTIVE

As a Executive, I leverage my operational expertise and unwavering persistence to drive success. I am dedicated to exceeding client expectations and achieving remarkable results.

## SKILLS

- Microsoft office (Excel, word & Powerpoint)
- Communications
- Process optimization
- Supply chain understanding
- Logistics management
- Documentation
- Time management
- Negotiation
- Customer satisfaction
- Shipment coordination
- Operation management
- Adaptability
- Leadership
- Continue improvement and learning

## LANGUAGES

Hindi Professional Proficiency      English Native or Bilingual Proficiency

## HOBBIES

- Playing & watching cricket.
- Watching movies
- Listening to Music
- I Love to meet different people.

## CONTACT DETAILS

Mobile +91-7047506823

DOB:- 22 Feb. 1996

Add:-Sec no.2, Lashkar Gwalior, M.P. 474001.

E-mail:- rahulgour651@gmail.com

Linkedin:-<https://www.linkedin.com/in/rahul-gaur-a5347b216>

## WORK EXPERIENCE

### **Reliance Smart**

Customer service intern

07/2020-08/2020

Gwalior

*Achievements/Tasks*

- o Managed timely and effective replacement of damaged or missing products.
- o Promptly responded to inquiries and requests from prospective customers.
- o Collected and returned unpurchased or returned items to correct shelf locations and arranged displays to promote sales.
- o Delivered prompt service to prioritize customer needs.
- o Collaborated with staff members to enhance customer experience and exceed team goals through effective client satisfaction rate.
- o Investigated and resolved customer inquiries and complaints quickly.

### **Holisol Logistics Pvt. Ltd.**

Management Trainee

06/2022-09/2022

Gurugram

A dynamic logistics solutions provider offering expertise in supply chain optimization end-to-end logistics services.

*Achievements/Tasks*

- o Successfully completed an internship in both the Multiple Fulfillment center (MFC) and Dedicated fulfillment center (DFC).
- o Contributed to process enhancements optimizing workflow and chat and e-mail supporting on order Fulfillment.
- o Proficiently handled and managed FMCG products in the warehouse, ensuring accurate inventory control and timely distribution.

### **Holisol Logistics Pvt. Ltd.**

09/2022-09/2024- Present

Gurugram

Operation Executive

*Achievements/Tasks*

- o Ensure seamless logistics operations, encompassing shipment oversight, issue resolution, data-driven optimization and risk mitigation for exceptional service.
- o Drive strategic account management by negotiating agreements, fostering cross functional collaboration and providing performance insights to enhance client.
- o Maintained established levels of goods based on sale forecasts and demand to fulfill orders and dispatch on time.
- o Ensure smooth delivery of package to customer within promised date. Handling customer escalation dive deep and getting them resolved by going every extra mile whenever required.
- o Maintaining all the report and other such as MIS Report, Dispatch

report, Shortage tracker and reporting TAT performance.

- Trained and maintained warehouse team members to take on different positions.
- Providing administrative support in maintain documentations.
- Sending cost approval advice to clients.
- Promptly responded to inquiries and requests from prospective customers.
- Improved delivery plans with strong scheduling knowledge, organizational skills and route development expertise.
- Chat and e-mail support for customers to resolve their queries.
- Knowledge of system Invoicing and waybill.
- Training the new staff and Manpower about process.
- Maintained loading, unloading movement and sorting of supplies to keep deliveries on schedule.
- Created and enforced detailed organization processes to increase quality and service standards.
- Maintained current inventory tracking information using warehouse management system.
- Checked physical inventory through regular cycle counts and conducted full audits to trace and correct discrepancies.
- Managed team resource allocation to optimize productivity and reduce downtime.
- Overall responsibility of the smooth functioning of the end-to-end Logistics operation.

## **EDUCATION HISTORY**

**ITM UNIVERSITY GWALIOR M.P.**

(2020-22)

POST GRADUATION MBA PROGRAM IN MANAGEMENT-SCM/Logistics MANAGEMENT. (7.2CGPA)

**JIWAJI UNIVERSITY GWALIOR M.P.**

(2016-19)

BACHELOR OF SCIENCE- MATHEMATICS (7.5 CGPA)



