

Aman



1 Year 8 Months



(+91) 9810262081



amansingh9810262081@gmail.com



Seasoned professional with 3 years of experience. Expert in Leadership Skills, Team Handling, Team Management, TL, Management Skills



Key skills

- Route Planning
- Vehicle Tracking
- Transport Operations
- Fleet Management
- Leadership Skills
- Team Handling
- Team Management
- TL
- Management Skills
- Planning Skills
- Branch Handling
- Team Leading
- Team Motivation
- Process Management
- Coordination Skills
- Management



Personal Information

City **New Delhi**

Country **INDIA**



Hobbies

- Playing Cricket
- Listening hip hop
- music Love to eat food



Profile Summary

A Customer service representative professional with 2+ years of experience in track and trace in fleet software management. Skilled in Track and trace, Customer Service and Emailing or customer satisfaction. Seeking a Customer service role to leverage my expertise in driving online gross



Education

B.VOC, 2018

Guru Gobind Singh Indraprastha University (GGSIU)

12th, 2015

CBSE, English

10th, 2013

CBSE, English



Work Experience

Aug 2022 - Present

**Customer Service Executive
ACS LOGISTICS PVT.LTD**

Respond to customer inquiries via phone, email, and in-person (if applicable) in a professional, courteous, and timely manner. Accurately quote freight rates, schedule pick-ups and deliveries, and track shipment progress. Assist customers with order processing, billing inquiries, and any challenges they may encounter. Proactively identify and resolve customer concerns, ensuring a high level of satisfaction. Maintain accurate and up-to-date customer records within our CRM system. Collaborate with internal teams (dispatch, operations, sales) to ensure seamless service delivery. Stay informed about company policies, procedures, and industry regulations. Contribute to a positive and professional work environment.



Languages

- Hindi
- English

Nov 2020 - May 2022

Team leader
Gigforce

So basically I was team leader at gigforce company I am handling Hub coordinator From Different clients like Fresh 2 home , Flipkart, Big basket, Potter , Eto, Etc. Im Handling TIs and their Problems Related to Hub and their Delivery riders

Aug 2018 - Mar 2020

Sales executive
Maruti Suzuki

- Demonstrated strong sales acumen and consistently exceeded monthly targets by 20%, driving revenue growth.

- Implemented strategic prospecting techniques leading to a 30% increase in client base within the first year of employment.

- Utilized effective negotiation skills to secure high-value contracts, contributing to a 25% boost in annual sales revenue.