

SHIKHAR VISHWAKARMA

✉shikhar162@gmail.com | ☎+91-9045832632 | 📍 Ghaziabad

OBJECTIVE

A diverse range of roles in different industries, highlighting my ability to adapt to various work environments and take on responsibilities in customer service, operations management, data handling, and team supervision.

WORK EXPERIENCE

- **Assistant store manager at 24 Seven Store, Ghaziabad** **12/2021 - 10/2022**
 - Provide customer service by assisting customers with inquiries, resolving issues, and ensuring a positive shopping experience.
 - Train and mentor, the store team on delivering excellent customer service and maintaining a customer-centric approach.
 - Assist in setting sales targets and strategies to meet or exceed sales goals.
- **Ground Executive at Super Highway Labs Private Limited, Gurgaon** **04/2018 - 02/2019**
 - As a Ground Executive, I was responsible for performing various tasks related to ground operations and customer service in the transportation industry.
 - Ensured smooth operations and efficient customer service to enhance the overall travel experience.
- **Ticketing & Bank Verification Executive at Indigo Airlines, New Delhi** **09/2016 - 04/2017**
 - As a Ticketing & Bank Verification professional, my role involved handling ticketing procedures and performing bank verification for Indigo Airlines.
 - Responsibilities included issuing tickets, managing reservations, and providing assistance to passengers regarding flight details and schedules.
 - Conducted bank verification checks to ensure the authenticity of transactions and prevent fraudulent activities.
- **Shift Manager at Domino's Pizza, New Delhi** **10/2015 - 04/2016**
 - As a Shift Manager at Domino's, I held a supervisory position and were responsible for overseeing the daily operations of the store.
 - Managed and supervised a team of employees, ensuring smooth workflow, timely delivery of orders, and excellent customer service.
 - Handled inventory management, maintained cleanliness and hygiene standards, and resolved customer complaints or issues efficiently.
- **Data Operator at U.P. Police, Moradabad** **08/2014 - 06/2015**
 - As a Data Operator for the U.P. Police, my role involved managing and organizing data related to criminal records, investigations, and other administrative tasks.
 - Entered and updated information into the database accurately and maintained confidentiality of sensitive data.
 - Assisted in generating reports, analyzing data, and supporting the overall functioning of the department.

EDUCATION

- **Crafts Instructor Training Scheme (CITS): Mechanic Motor Vehicle** **06/2020 - 11/2021**
Govt. I.T.O.T College, Sec-5, Rohtak, Haryana
- **ITI: Mechanic Motor Vehicle** **08/2017 - 06/2019**
Govt. I.T.I. College, Rampur, Uttar Pradesh
- **Bachelor of Commerce** **06/2014 - 05/2017**
Kumaun University - Nainital, Uttarakhand

- **Intermediate(12th): Commerce** **03/2013 - 04/2014**
St. Paul's School, Rampur, Uttar Pradesh
- **Matriculate (10th)** **03/2010 - 05/2011**
Kendriya Vidyalaya, C.R.P.F., Rampur, Uttar Pradesh

CERTIFICATIONS

- **SAP FICO** from **Norvis technologies PVT. LTD.**
- **Course On Computer Concepts (CCC)**
- **Travel Management and Airport Handling** from **TMI Academy of Travel, Tourism & Aviation Studies**

PERSONAL DETAILS

- **Father's Name:** Vinod Vishwakarma
- **Father's Profession:** Govt. Employee
- **Mother's Name:** Kamlesh Vishwakarma
- **Mother's Profession:** Housewife
- **Date Of Birth:** 02 December 1995
- **Gender:** Male
- **Marital Status:** Unmarried
- **Nationality:** Indian

DECLARATION

I declare that the information provided in this resume is accurate to the best of my knowledge.

(SHIKHAR VISHWAKARMA)