

RESUME

Puneet Vaid

Career Objective:

Resilient yet Productive in achieving short term and Long term goals and Assigned Tasks.

Relevant Qualities:

Hard working, Quick Learner and Ability to work as an Individual and as a part of a Team.

Academics Literacy:

Courses

School/University

- **10th (1997)** -- Union Academy Senior Sec. School
- **12th (1999)** -- DAV Senior Sec. School
- **Bachelor in Information Technology (BIT – 2002)** -- Sikkim Manipal University

Work Tenure:

Companies/Job Profiles:

- Worked with **E-Funds International** from **01-04-2003** till **02-09-2004** as a Process associate.

E-Funds International provides Business Process Outsourcing services. Company operates in Back Office, email & voice support for Amex Credit card Services & other clients as well.

- Worked as Team Member for Back office Process for American Express Bank Credit card services.

- Worked with **Equinox Global Services** from **01-09-2004 till 13-11-2006** as a Process Associate.

Equinox Global provides Business Process Outsourcing Services To companies in the Lending Industry. Company operates in Voice-based, Back office support for US Mortgage clients.

Worked in Back Office Operations process as an Executive. Designated to Handle/Audit back office data operations for US Mortgage Industry.

- Worked with **24/7 Customer Pvt Ltd.** from **11/09/2008 till 05-01-2011** as Customer Support Executive.

24/7 Customer works as a contact centre which provides Business Process Outsourcing Solutions to clients in US/UK.

Worked as Customer Service Representative for voice based process. Role was to assist customer queries with dish network services.

Worked as Technical Support Representative for voice based process. Role was to troubleshoot Retail store cash registers/scanners/printers. Also worked for ATM support services.

- Worked with **Primary Plus Media Pvt Ltd** from **24/01/2019 till 31/07/2019** as an Asst. Manager Corporate Communications Sales.

Primary Plus Media Pvt Ltd is a leader in Education Field serving schools on PAN India basis. Company specializes in Classroom Magazines for children & Magazines for all the Teachers/Educators. Company also carries out Activity Based Camps/Events in schools.

Was a part of Sales Team. Primarily meeting Schools Principal's to pitch our classroom magazines for children and magazines for Teachers/Educators. Meeting Teachers & Principal's for organizing Activity based Camps/Events in schools for students.

- Worked with **Sigma Test & Research Centre** from **16/03/2020 till 20/08/2020** as Pre Sales Customer Service Executive.

Sigma Test & Research Centre is a Product Testing Laboratory. It provides Product testing and Calibration services to domains such as: Toys testing / Food & Water testing / Oil & Petroleum / Fabric / Wood / All types of Metals, Plastic and Stones / Electronic devices Etc.

Was working as a Pre Sales Customer Service Executive. Operating as a first point of contact for All Enquiries. Gathering product testing

information through enquiries & assigning the same enquiries to concerned Sales Team for closure.

- Worked with **Departmental Store in Retail Industry** from **18/01/2021 till 1/08/2022**.

Worked in a Departmental store as a Retail/Shelf Executive, Billing Counter Executive.

- Worked with **Aggarwal Packers and Movers Ltd.** Since **March 2023 to Till 1st Feb 2024**.

Aggarwal Packers and Movers Ltd. Being a market leader in Packers & Movers industry it operates on Pan India & International Household / Commercial shifting movements. It serves Requests for Household and Business (Commercial) shifting's helping incumbents and Ventures to Acquire Vertical heights.

Company has Diversified Departments such as Commercial Movements/Household Movements/Claims Settlement/Packing Material/Purchase Dept./Inventory/Distribution.

- Dept. Name (Operations) -- Work Domain: Serving Associated Branches in Household shifting activity on Pan India basis for assigning work on Daily/Weekly/Monthly basis. Interacting often with Existing Transport vendors to acquire new Manpower/Labour/Teams for a respective zone and branches. Subsequently Implementing CRM with reference to All SOP'S. Assisting Cold calling Team for new Vendor Acquisitions to foresee Vendor's long term Affiliation with our company. Reporting to the Manager on board for all Delayed payments & Manpower Requirements/Shortages in branches. Making Reports as per Dept. Requirements on timely basis for process Enhancements.

HOBBIES/INTEREST

- Listening Music, Sports, Reading

PERSONAL DETAILS

Father's Name: Mr. Shashi Kant Vaid

Date of Birth: 09/09/1981

Nationality: Indian

Marital Status: Unmarried

Language Known: Hindi/English

Address: House No. C-202 2nd Floor Jeewan Park, Pankha Road Uttam
Nagar New Delhi 110059.

Mob: **8860206721**

Email: **puneetvoid50@yahoo.in**

Date: