

CURRICULUM VITAE

BIRENDRA KUMAR PRAJAPATI

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BRIEF INTRODUCTION:

WORK EXPERIENCE

KARVY DIGIKONNECT LTD. (Financial Services Provider. Banking &Insurance)

Working in Customer support Officer (L1).26 November 2019 to10 MAY 2020 to the till Date

- **SBI Life Insurance**
- **Handling team of 25+ inbound call**
- **Maintaining Customer Data & policy Documents No**
- **Experience of handling SBI Life Insurance products**
- **Experience of handling Insurance operation Inbound & outbound Solving Customer Queries**

MONTECINO INDUSTRIES PVT. LTD (ZARA BRAND)

Working in Retail Store Future Group 26 JULY 2021 to 1 APRIL 2022

- **Looking after all Warehouse operation Handling End to End operations**
- **IN warding of Stock (GRN)Inventory Management**
- **Order Dispatch Management**
- **Looking for Customer Return Products**
- **Monitoring stock handover to seller (RTV)**
- **Liquidation of Bad inventory stock**
- **Monitoring & controlling of order processing**
- **Working on customer complaints/feedback Quality Control**
- **Warehouse Functional & Material Handling**
- **Coordinating with courier partners for timely dispatch & return**

Job Profile:

- **Look into the GRN and quality aspects. maintaining customer data excel sheet**
- **Handled product categories like- Fashion, Apparels, Footwear, Accessories for Men's Ladies, and kids, etc.**
- **Weaning out bad inventory from the inventory by random checking, and during**
- ❖ **Serving customers.**
- ❖ **Dealing with customer queries and complaints.**
- ❖ **Handling payments.**
- ❖ **Displaying products.**
- ❖ **Helping with special promotions.**

Responsibility:

Provide End of the day, weekly and monthly Hold, Qc Rejection, reports to senior Managers on performance.

Check invoices against service requests and verify invoices

Making GRN, Quality Control

Maintain Stock Record

Maintaining quality report like Goods Return %, Daily Output

COMPUTER LITERACY :

- V Lookup,
- Filter ,
- Pivot Table
- Shortcut Key
- Basic Computer Knowledge

***STRENGTH : Discipline,Patience,Respectfulness & Creativity**

***HOBBIES : Drawing Sketching, Cooking & Traveling**

ACADEMIC QUALIFICATION:

10th School from yogiraj shree krishna vidyalaya (Mumbai) :MARCH-2014

12th Vidya Niketan JR. College of commerce (Mumbai):FEBRUARY-2016

Graduation (B.com) from University of Mumbai : 24-MAY-2019

➤ **COMPUTER KNOWLEDGE:**

Basic knowledge of Computer Application

PERSONAL PROFILE:

- **Father' Name** : Mr Ramkeval prajapati
- **Mother Name** : Geeta davi prajapati
- **Marital Status** : Unmarried
- **Date of birth** : 26 February 1996
- **Currant Address** : A12 kanjirabai society 90Feet road
Shree krishna nager Sakinaka Kurla (w),
Mumbai -400072
- **LANGUAGE KNOWN** : HINDI, ENGLISH, MARATHI

Date-..../...../20...

Birendra kumar prajapati