

Ranjan Parida

Address: RM-56, Vrindavan Nagar, Kaju Pada Poiser, Goandevi Road, nr Shivaji Maiden Kandivali-(e) Mumbai -101

Mobile no - 8108320564

Email id - ranjanparida524@gmail.com

Profile:

Highly creative, recognized, result oriented and solution focused individual. Areas of strength include:

- Communication Skills
- Time Management Skills
- Worked as Team Player
- Analytical Skills

Career Objective:

To Work in a vertical, which stimulates competition, offers opportunity for growth and enriches my experience. Seek an Environment where my skills and loyalty will be rewarded with career advancement and guidance.

Work Experience:

Organization: Ezeego1 Tour and Travel Pvt ltd

Designation: Executive (Data management Department)

Duration: Since 1st January 2010 to 31st Dec 2012.

- Making Tour package visible online on www.cox and kings.com B2C site.
- Making itineraries in Data base.
- Making package include and exclude in database
- Uploading Tour prices & package wise and hotel wise.
- Tallying supplier & their prices.
- Worked on Cox & King intranet system.
- Updated feedback forms of Cox & kings clients

- Package , Costing , Hotel costing According to supplier rates.
- Uploading Hotel Combination as per category per package.
- Worked exclusively on Tailor made itineraries (flexihol)
- Worked exclusively on www.cox and kings.net (B2B Site)
- Handling Work related issues for upcoming project, Rectifying the online issues.
- Worked on creating the Quotation for the package to generate voucher for the client.
- Uploading Hotel rates in costing module.

Organization: Kamat Hotels India ltd

Designation: Reservation executive (KSA - Sales & Marketing Dept)

Duration: Since 1st January 2013 to 14th February 2016.

- Handle incoming reservation inquiries via phone, email, or online channels, providing information about room availability, rates, packages, and amenities, and assisting guests in making reservations based on their preferences and requirements. Maintaining updated and accurate records of all reservations, guest information, and booking details.
- Taking care of day to day operation activities of Ksa team such as Modifying booking, Refund, Cancellation, No show, Extension, Charging Meal plan , Upgradation of Room, Transfer Pick and Drop, Blocking room , Late checkout , Early checkin request etc.
- Checking the Online Extranet Reservation (Booking.com, Expedia, Hotel beds & others and updating the comments in system.
- Checking and Auditing Online Rates and updating the rates correctly in system. Following the bank transfer payment with Finance and Sales team and updating it in system.
- Processing and making Unit Reservation booking and taking the payment in advance to guarantee the reservation in case of no show and cancellation.
- Guiding to Agents to make online booking in software, Updating 16 Properties all over india Inventory daily basis.
- Processing and Making the booking of Corporate FIT booking and taking the payment in advance or send the Credit card Authorisation Form to guarantee the reservation. In the case of company guarantee booking is been processed and the confirmation voucher send and same time informing the company about the no show or cancellations if the guest did not show up.
- Strong knowledge in MS Office, specially Excel, Word, PPT, Tally ERP9 advanced, Advanced Excel, SAP, CRM.

- Timely response to all queries by email and on call. Resolve issue related to booking with co-ordination with different team.
- Coordinate with accounts dept and agents for payments.,Handling Travel agent complain and quiries.
- Maintenance of records, documents, and data for smooth functioning as well as for coordinating with other allied departments.
- Coordinate with the teams for resolving the queries within the TAT.
- Processing and making the booking of Offline travel agent and send the Credit card payment link to the Client in order to process the payment ,Once Payment received sending the confirmation to the client and updating billing instructions in the system.
- For the Bank Transfers payment once we receive the bank transfer receipt through email, we forward the details to credit department for posting the amount in the room or in the payment master and same time updating the billing instructions in the system. Updating No Show and Cancellation report on daily basis on Excel sheet and send the report to the finance department.
- Making and processing Kamat Loyalty booking in the system and same time send the confirmation to guest.
- Coordinating with other hotel departments (e.g., front desk, housekeeping, sales) to ensure seamless guest experiences.
- Sending Promotion mail to Agents and internal staff. Performing basic admin duties including printing, sending emails and ordering office supplies.

Organization: Cordlife Sciences India Ltd

Designation: Executive - Admin & Operations

Duration: Since 15th Febuary 2016 to 17 February 2017

- Handling, Overseeing and coordinating of day to day activities such as Admin, Operation, MIS, Logistic etc.
- Branch Admin related duties (Maintenance of courier,cash,banking, attendance register, stock register, Stationery management,Kitbox register , Inward & Outward register and M/s word courier format, co-ordination with HO etc.). Required for maintaining office infrastructure and facilities.Upkeep of office administrative facilities and ensure availability of daily miscellaneous requirement to provide harmonious work culture to employees.Adept at managing admin activities involving housekeeping,safety,security etc.
- Ensuring complete West Zone enrolments forms and payments instruments are forwarded to HO/Zonal Manager Operation after scrutiny& updation in

CRM within 3 working days of receipt from sales. Complete KYC document received from sales must be acknowledged in CRM on the same day of receipt.

- Follow up with sales team for closing discrepancies in pending documents and Payments (not received/ received incomplete). Co-ordination with HO for issues regarding documentation.
- Sending all report to HO within specified TAT. Petty Cash, BD courier consignment, Indent and Colletral, UCB expenses ,Expenses, Payout, Assets, Errors, Pending document updates etc with all bills along with statements.
- Generating MIS reports, sending to HO/ZMO/ZSM, on daily, weekly and montly basis. Resposible for all backend activities Connected with Sales.
- Assisting Zonal Manager Operation in day to day work. Timely response to all queries by email and on call. Resolve issue related to document and payment with co-ordination with different team.
- Working on Microsoft dynamic CRM ,updating , checking, verifying the details of client Payment and other details with is written in Enrollment form. Maintenance of records , documents, and data for smooth functioning as well as for coordinating with other allied departments. Coordinate with the teams for resolving the queries within the TAT. Ensure adherence to TAT. Interpersonal relations with other department.
- Maintaing master data of UCB collection of West zone in Excel format. Co-ordination with West zone team on daily basis regarding the UCB collection. Co-ordination with Sales team, Operation, Account team, Lab, Nurses, Internal staff regarding the Collection, Document and Payment.
- Taking care and Handling Pan India Metasreen Dept (Urine and Blood testing)
- Co-ordination with Nurse for collection of UCB sample from hospital. Co-ordinating with HO for Booking of UCB Sample collected from client in hospital which is sent to LAB for storage and Peservation. Co-ordinate with Logistic Team for pickup of UCB sample which is to be sent Lab for Storage and Preservation. Maintaing UCB consignment receipt of daily basis and entered in excel master file.
- Strong knowledge in MS Office, specially Advanced Excel, Word, PPT, Outlook , Tally ERP9 advanced.

Organization: Sleek International Pvt Ltd (Subsidiary company of Asian Paints Ltd)

Designation: Customer service co-ordinator - Operations

Duration: Since 20th Febuary 2017 to 02th May 2022

- Responsible for SRN Formalities, PO, Dispatch & Attending Service calls & Complaint calls. Ensure maximum customer satisfaction.
- Handling complaint, service & escalation queries on call and emails and resolve within TAT.
- Responsible for timely submission of quote to the customers.
- Acknowledging in time all the enquires of the customers. Proper co-ordinator with customer & HO, Follow up of Payments, Ensure that the terms given in the quote are followed completely.
- Continuously updating Invoicing status on customer service reports. Performing any other work given by Operation Manager. Creating SO after receiving appropriate detail documents.
- Visiting Site Regularly with Carpenter to ensure work is properly done. Responsible for Dept reports, taking clarification & approval of Issue.
- Working on SAP software. AMC related all activity like data updation, Receipt record, Reconciliation etc.
- Carpenter Voucher, Conveyance to be forward to A/C Dept. Taking care of Carpenter attendance.
- Generation MIS report weekly and monthly. Pull All India service data and update accordingly when service done.
- Proper filling of feedback, Issue log form, and coupons.
- Responsible of Receipt book ,register, Chq collection, reconciliation and forward to A/C Dept.
- Maintained service Inventory and Assets stock in Ho ,Generate assets & stock report sent to HOD on weekly and monthly basis.
- Data to be sent of Pending & Complete sites MS/OMS/FKD every month to respective stores & person.
- Logging of service & Complaint mat. Roll out Toolkit & T-shirts.
- Keep customer Informed throughout process.

Organization: Durian Industries Ltd

Designation: Customer service executive - Operations

Duration: Since 05th May 2022 to 30th November 2023

- Handling customer complaint and service call of Sofa, Bed , Wardrobe, Chair, Dinning storage, Living storage, office unit , table unit etc.
- Responsible for materiel ordering on ERP Software, PO, Dispatch & Attending Service calls & Complaint calls. Ensure maximum customer satisfaction
- Handling customer complaint, service & escalation queries on call and emails and resolve within TAT. Handling and co-ordinating with 6 Vendor for final work completion on daily basis.
- Responding to complaints and resolving issues or matching clients with better services.
- Responsible for timely submission of quote to the customers.
- Acknowledging in time all the enquires of the customers. Proper co-ordinator with customer & HO, Follow up of Payments, Ensure that the terms given in the quote are followed completely.
- Continuously updating Invoicing status on customer service reports.

Performing any other work given by Operation Manager. Creating SO after receiving appropriate detail documents.

- Visiting Site Regularly with Carpenter to ensure work is properly done. Responsible for Dept reports, taking clarification & approval of Issue.
- AMC related all activity like data updation, Receipt record, Reconciliation etc.
- Carpenter Voucher, Conveyance to be forward to A/C Dept. Taking care of Carpenter attendance.
- Responsible of Receipt book register, Chq collection, online payment from customer, reconciliation and forward to A/C Dept. Vendor Bills processing every month for payment.
- Maintained service Inventory and Assets stock in Ho ,Generate assets & stock report sent to HOD on weekly and monthly basis.

Organization: Ddecor Home Fabric Pvt Ltd

Designation: Customer service executive - Operations (Contract basis)

Duration: Since 25th December 2023 to 22nd August 2024

- Handling customer complaint of Fabrics, books, wallpaper
- Solving customer queries of order Pre and post sales.
- Co-ordinating with 3 Plant regarding order dispatch Noida, Tarapur and Bangalore.
- Responsible for materiel ordering on ERP and Sap Software on dailybasis which received by call and emails, PO, Dispatch & Attending
- Pre-Post sales calls & Complaint calls. Ensure maximum customer satisfaction.
- Giving Pre-Post sales support to Sales team and Dealer channel regarding their order and dispatch.
- Inventory management,stock check, Solving query of dealer channel and Sales team and help to maximize the company revenue.

Organization: Nilkamal Ltd

Designation: Customer service executive - E-commerce (Contract basis)

Duration: Since 9th September 2024 to 30th October 2024

- Handling customer complaint of Office furniture, Home Furniture, Mattress.
- Solving customer queries of order Pre and post sales.
- Daily doing outbound call for review, feedback and 5 star rating for the product purchased by online customer on Amazon, Flipkart, Nilkamal website
- Raising Ticket on Crm for Refund, Delayed delivery, Wrong product delivery, Manufacturing defect and within 1 yrs warranty products.
- Resolving query by co-ordinating with Factory, Sales team, Service team, Courier team and Accounts team.
- Daily followup with internal team and customer the product delivery within the TAT

Academic Qualification:

<i>S.S.C</i>	<i>2000-01</i>	<i>Maharashtra Board</i>	<i>2nd Class</i>
<i>H.S.C</i>	<i>2002-03</i>	<i>Maharashtra Board</i>	<i>2nd Class</i>
<i>B.COM</i>	<i>2008-09</i>	<i>University of Mumbai</i>	<i>2nd Class</i>

IT Qualification:

<i>Diploma in MS Office</i>	<i>2006</i>	<i>Computer Point plus</i>	<i>1st Class</i>
<i>Tally ERP9 Advanced</i>	<i>2013</i>	<i>Computer point plus</i>	<i>1st Class</i>

Personal Details

Date of Birth: *June 25, 1985.*

Languages Known: *English, Hindi, Oriya, Marathi*

Gender : *Male*

Nationality: *Indian.*