

SAURABH VISHWAKARMA

Chhattarpur, New Delhi, 110074

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saurabhvish15@gmail.com

Profile Summary:

A motivated and adaptable professional with a strong work ethic and excellent interpersonal skills. Quick to learn, able to work independently, and consistently delivers successful results through effective communication and teamwork.

Core Competencies:

- Strategic Decision-Making
- Exceptional Customer Service
- Collaborative Teamwork
- Time-Critical Decision-Making
- Clear and Effective Communication

Professional Experience:**Executive Cargo Operations
May 2014 - August 2019**

**IndiGo Airlines, IGI Airport
New Delhi, India**

- Managed import and export documentation to determine cargo contents, manifesting, and executing cargo operations.
- Supervised loading/unloading of cargo, dispatch to flights, and warehouse management.
- Handled the booking of valuable cargo such as gold, silver, and perishable items, including human remains, with proper documentation verification.
- Inspected received items to reconcile against invoices, recorded shortages, rejected damaged goods, and promptly informed seniors via email.
- Directed workers in the careful loading and unloading of cargo from flights.

**Customer Service Executive
March 2013 - May 2014**

**Celebi Ground Handling Company,
IGI Airport, New Delhi**

- Managed arrival and departure of customers, ensuring smooth operations.
- Handled mishandled baggage and goods, facilitating immigration and customs clearance.
- Provided courteous and professional customer service.
- Resolved escalated customer complaints and disputes in a professional manner.
- Addressed customer inquiries via telephone, email, and face-to-face interactions

Qualification:

- Master of Arts in Public Administration IGNOU June 2017
- Bachelor of Arts in Public Administration IGNOU June 2015
- Intermediate (PCM) from U.P Board June 2010

Languages

- Hindi & English

Additional Activities

- Stay updated with current knowledge and trends by reading newspapers regularly.
- Enjoy traveling to new places.

Personal Profile:

- DOB: 15/05/1993
- Permanent address: Gorakhpur U.P

Declaration: I hereby declare that all the information given above is true and correct to the best of my knowledge.

Date:

Place: New Delhi

Saurabh Vishwakarma