

# **CURRICULUM-VITAE**

**SURAJ K. SHAKYA**  
(Admin Executive/Operation Manager)

Address. House No.130, Kilagate Loha Mandi, Near Water  
Tank,Gwalior - 474002 (M.P.)  
Email:[Shakayasuraj14@gmail.com](mailto:Shakayasuraj14@gmail.com)  
Mobile No.7999058634, 7828589586

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## **Objective:**

To take on new challenges and build up on my knowledge base, while working in a high energy & high performance environment, to contribute towards organizational growth.

## **Education Qualifications:**

- M.B.A. In Marketing Management from Sikkim Manipal University Gwalior (2018)
- B.A. from Bhoj University Bhopal (2011)
- 12th from M.P. Board Bhopal (2007)
- 10<sup>th</sup> from M.P. Board Bhopal (2005)

## **Working Experience:**

- **Worked as Senior Associate Operation Manager in “Unacademy” – Sorting Hat Solutions Pvt. Ltd.” Located Bangalore India & posted Gwalior from 05<sup>th</sup> May 2023 to 15<sup>th</sup> June 2023.**
- **Worked as Admin Officer in “Aakash Educational Services Ltd.” Located Delhi India & posted Gwalior from 18<sup>th</sup> October 2021 to 07<sup>th</sup> March 2023.**
- Worked as a Store Manager in Royal Motors Bhopal Pvt. Ltd. (Mahindra Truck & Buses Pvt. Ltd.) from 1<sup>st</sup> July 2017 to 16<sup>th</sup> Oct.2021 in Nayagaon Shivpuri Link Road Gwalior.
- Worked as a Verifier in Domestic Call Center with Mega Global Solutions. (Sales Department) From 1<sup>st</sup> Oct.2012 to 10<sup>th</sup> Feb.2016 in Rajendra Place New Delhi.
- Worked as a Tele caller in Domestic Call Centre with Om Innovation Call Services Pvt. Ltd. (Sales Department) From 16th Oct.2009 to 15th Sep.2011 in Janak Puri New Delhi.

### **Job Responsibilities:**

- Update office policies regarding business software and its use.
- Provide administrative support to a team of lecturers, i- tutors or teachers.
- Deal with queries and complaints procedures.
- Coordinate examination and assessment processes.
- Contribute to policy and planning.
- Manage budgets and ensure financial systems are followed as per compliance.
- Purchase goods and equipment, and process invoices accordingly.
- Supervise other administrative staff.
- Communicate with partner institutions, other institutions, external agencies, government departments and prospective students.
- Organize and facilitate a variety of educational or social activities.
- Deliver excellent service to ensure high levels of student's satisfaction.
- Respond to customer complaints and concerns in a professional manner.
- Ensure store compliance with health and regulations.
- Develop and arrange promotional material and in-store displays.
- Undertake store administration duties such as managing store budgets and updating financial records.
- Conducting & arranging Trainings & Orientations of the, HSK, Security, and Transport etc. teams.
- Managing complete Books & Stationery, procurement & distribution.
- Monitor inventory levels and order new items.

### **Admin Responsibilities:**

- Preparing all documentation.
- Letters circulars etc.
- Coordinate with vendors.
- Housekeeping.
- Stationary.
- Printing.
- Managing Essential services like water, electricity, etc.
- Managing physical infrastructure facilities, cleanliness, hygiene, safety.

### **Technical Skills:**

- Working on Window 7 Microsoft Word, Excel, Power Point, OutlookExpress, and Microsoft Office.
- Good Typing Speed in English.

### **Personal Attitude & Strength:**

Can work with different type of people in different environment. I have a logical approach in solving issues arising out of different situations like sharing my knowledge with others and learning from others experience.

**Personal Details:**

- Father's Name :Shri J.P.Shakya
- Date of Birth :08-10-1990
- Gender :Male
- Marital Status :Married
- Nationality :Indian
- Language :English, Hindi
- Hobbies :Making Foods & Playing Cricket

**Declaration:** I hereby declare that the information provided above by me is true to the best of my knowledge.

Date: -

Place: - Gwalior (M.P.)

***(Suraj K. Shakya)***