

CURRICULUM VITAE

Pankaj Sharma

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Objective:

Dynamic and results-oriented Deputy Manager with extensive experience in operations, product development, and client relations. Proven track record of leading high-performing teams, implementing innovative solutions, and driving customer satisfaction. Adept at aligning organizational goals with market trends to deliver measurable outcomes.

Education:

- B.Tech in Mechanical Engineering, 2012-2015
- Diploma in Mechanical Engineering, 2009-2012
- 12th Grade, Science, 2014
- 10th Grade, 2009

Experience:

Deputy Manager – Operations

Masheye Infotech Pvt. Ltd. (Shoora Group), Gurugram

Dec 2022 – May 2025 (Promoted 3 Times: Senior Executive → Assistant Manager → Deputy Manager)

Key Achievements & Responsibilities:

- **Client Relations:** Managed international client relationships, ensuring seamless communication and exceptional satisfaction.
- **Product Development:** Coordinated with global manufacturers to enhance product quality and meet market demands.
- **Customer Satisfaction:** Established and maintained a robust customer satisfaction system in the after-sales department.
- **Innovative Solutions:** Conducted RCD (Requirement, Concept, Design) for new products tailored to customer needs and market trends.
- **Technology Integration:** Successfully transitioned offline devices to online systems, collaborating with the software team for smooth implementation and updates.
- **Leadership:** Directed a team of 35 professionals, fostering a high-performance culture and ensuring project success.
- **Reporting & Analysis:** Delivered comprehensive daily, weekly, and monthly updates to senior management on project progress, team performance, and client feedback.

Senior Executive - Operations

The Hi-tech Robotics Systemz Ltd, Gurugram

Mar 2018 - Nov 2022

Responsibilities:

- Managing customer complaints and ensuring timely resolution as per dealership guidelines.
- Generating and reviewing QA reports for client distribution.

- Providing clerical and office support functions to all departments.
- Creating individualized weekly schedules for clients and distributing final reports.
- Data collection and annotation for ADAS software training.
- Making and receiving phone calls and emails to communicate with clients.
- Installation of Novus Aware (Driver Monitoring System) in vehicles.
- Reporting to the Head of Installation on a daily, weekly, and monthly basis.

Senior Engineer - Production

J L Wire & Cables, Rewari

Aug 2015 - Feb 2018

Responsibilities:

- Scheduling and planning production activities
- Implementing Lean manufacturing techniques on the shop floor
- Reporting on key performance indicators such as quality, efficiency, and productivity
- Conducting training programs for team members (5S, Kaizen, process C safety awareness)

Internships:

Musashi Auto Parts India Pvt. Ltd., Bawal June

2011 (One month)

Honda Motorcycle and Scooter India, Manesar, Gurgaon Jan

2015 - Jun 2015 (Six months)

Technical Skills:

- Software: MS Excel, MS Word, MS PowerPoint, AutoCAD 2D C 3D, SAP
- Operating Systems: Windows, Linux
- Electronics: Knowledge of electronic components, Multimeter, soldering

Languages:

- English
- Hindi

Declaration:

I hereby declare that the above-mentioned information is correct to the best of my knowledge.

Date:

Place:

(Pankaj Sharma)