

CURRICULUM VITAE

Pushkar Dogra

HR | Finance Management (MBA)
ISBM, Chandigarh (Punjab)

Palampur Distt Kangra (HP)

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Darpantop@gmail.com

Objective:

A challenging position, utilizing abilities developed through my education, with the opportunity for professional Growth based on performance. Want to attain a challenging position to make the company and I grow simultaneously.

Educational Qualifications:

Education	From	College/School	University/ Inst.
MBA (HR)	From	Indian School of Business Management Administration	ISTM, Chandigarh (Dec-2018)
BMS (Finance)	From	Indian School of Business Management Administration	ISBM, Chandigarh (Sep-2015)
12 th	From	HPBSE Rajpur, , HP	HPBSE
10 th	From	HPBSE ,Rajpur, HP	HPBSE

Technical Qualifications & Skills:

- **Successfully completed one year Diploma CTTC from Dolphin Centre 434 Palampur HP 2008-2009**

Computer Proficiency:-

- Operating Systems : Windows 98, Windows XP, Windows 7,10,11
- Applications : MS-Office (Advance Word, Excel, PowerPoint).
- Windows : XP. Vista & 7-10,11
- MS office (Advance MS Office, Excel) 2003,2007,2010,2013-2016,2019

Experience Summary

Approx. 7 years + of total experience with knowledge of Operation Management.



DESIGNATION- HR Assistant Manager (HR-Operation & Services, HR-Generalist)

Jun-22 to till date
(Jalandhar)

Key Responsibilities:

- Maintain the work structure by updating job requirements
- Monitor internal HR systems and databases
- Design and implement company policies
- Process all incoming invoices and distribute to appropriate staff for approval
- Verify completeness and accuracy of all vouchers, check requests, and employee expense reports
- Comply with established internal control practices and procedures to ensure proper management of financial transactions
- Assist in payroll administration as backup
- New employee onboarding & orientation
- Employee Benefits Administration (Insurance, medical claims)
- Employee Data Management (Personnel Data and leaves records)
- Monitor submission of financial reports to ensure that these are timely, complete, correct and appropriate. Identify problems and assist in providing solutions.
- Maintain reports on financial metrics, including investments, return on assets and growth rates
- Manage company's liabilities (e.g. insurance premium)
- Manage accounts receivable and payable
- Manage New Joining & Benefits, e.g. ESIC, EPFO,UAN
- PF, ESIC calculation challan generation and remittance. .
- Preparing monthly, quarterly, half yearly and annual returns as applicable under statutory compliance.

GTRIP Tour & Travel

DESIGNATION- HR Operation Executive

Mar-21 to May-22
Dharamshala (HP)

Key Responsibilities:

- New employee onboarding & orientation
- Employee Benefits Administration (Insurance, medical claims)
- Employee Data Management (Personnel Data and leaves records)
- Monitor submission of financial reports to ensure that these are timely, complete, correct and appropriate. Identify problems and assist in providing solutions.
- Process payroll. .
- Manage and oversee the whole recruiting and hiring process
- Discusses HRM in conducting interviews
- Maintain regulatory compliance

DESIGNATION- Branch Relationship Manager

Oct-2018 to 2021

Key Responsibilities:

- Identifying clients' needs and requirements and proposing suitable solutions.
- Processing transactions such as deposits, withdrawals, or Credit Card loan payments on behalf of customers
- Processing wire transfers and other complex transactions
- Providing information about bank products and services to potential clients
- Responding to inquiries about account balances and other general customer service inquiries
- Building positive relationships with customers
- Resolve customer complaints quickly and effectively
- Forward upselling and cross-selling opportunities to the sales team
- Promote high-quality sales, supply and customer service processes
- Approach potential customers to establish relationships
- Monitor the company's industry competitors, new products, and market conditions.
- Identifying and communicating customer needs
- Identify potential opportunities and inform the sales team to follow up.
- Help promote and maintain a positive company image
- Work quickly to address and resolve customer issues
- Notify the sales team of new sales and cross-selling opportunities
- Identifying clients' needs and requirements and proposing suitable solutions.
- Experience with banking software, like FISERV, Infosys or Horizon



Logitrade BPO Solution Pvt. Ltd.

DESIGNATION- Backend Support (Senior Operations Executive)

Chandigarh (IT Park)
2015 to 2018

Key Responsibilities:-

- Support on employee/organization data management (data warehouse update, org charts, job descriptions)
- Processing company receipts, invoices, and bills.
- Recruit qualified and talented candidates.
- Performing administrative duties
- Supporting sales staff, Human Resources, or the marketing team.
- Preparing customer balances and reconciling accordingly
- supporting sales staff in handling and documenting customer accounts
- helping HR in conducting interviews Maintain regulatory compliance
- Controlling company and project documentation
- Ensuring all documentation meets formal requirements and required standards
- Work with documents and records across various departments, including human resources.



DESIGNATION- *Customer Services Leader (CSL)*

Chandigarh (PB)
Jan-2014

Key Responsibilities:-

- Responsible for appropriately managing assigned tasks
- Provide prompt responses to queries from Internal or External stakeholders
- Handle customer enquires like billing, retention, collection.
- Managed sales of products and developed strategic marketing techniques to increase sales volume. Upselling Process (Outbound, Inbound)
- Monitored network and postpaid proposals to be present to clients.
- Team management & Sales achievement
- Daily or monthly basis MIS reports.
- Co-ordinate the activities of the Customer Service team; provide support and advice to team members.
- Monitor performance and lead the team to achieve key performance indicators (KPIs) and provide an excellent service to customers.
- Produce written reports when required to do so.

Other Activities:

- Participated in the Center Govt. Scheme (NSDC) in event is held at Mandi in 2012.
- Actively participated in co-curricular activities at school and college level.
- Trainings. In Participation (MPD) Management of Personality Development.
- Trainings in one Month (CSA) "Customer Service Associate " at 'Work Skills India' (WSI) Last March 2013 month to till date & Trainings in One Month Skill Development By 'Center Govt. Sachems'
- Social worker to implement the project, Himachal Educational Awareness Movement, Programs by Sikshya Barta 2016-17.

Personal Details:

Name	:	Pushkar Dogra
Father's Name	:	Mr. Desh Raj Dogra
Nationality	:	Indian
Sex	:	Male (Married)
Date of Birth	:	13-Nov-1988
Language Known	:	English, Hindi, Punjabi

Declaration:

I consider myself confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge.

Date:
Place:

Pushkar Dogra