



ALOK PANDEY

E-Mail : - alokpandey3@gmail.com
Mobile : +919818399463
Address : F-74 WEST JAWAHART PARK, ST. NO-10
NEAR SHAKARPUR POLICE STATION
LAXMI NAGAR, DELHI-110092, INDIA

OBJECTIVE :-

To search for a reputed organization that will allow me to use my skills for company benefits and help to improve my career.

SKILLS:-

- Time Management
- MS Word
- MS Excel
- Basic knowledge of HTML, CSS & Bootstrap
- Team work
- Written and verbal communication
- Hardworking and maintaining discipline
- Passionate about my work
- Always ready to learn new things

PROFESSIONAL QUALIFICATION :-

- Completed **Computer Programming and System Management Course** of six months from Maharishi Computer Education.
- Typing speed 35 w.p.m.

EDUCATION QUALIFICATION:-

- ❖ Pursuing the LLB Programme.
- ❖ Master of Art Major in History from IGNOU (2015-2019).
- ❖ Master of Art Major in Sociology from IGNOU (2011-2013).
- ❖ Bachelor of Art from University of Delhi (2007-2011).
- ❖ 12th from C.B.S.E. Board in 2007.
- ❖ 10th from C.B.S.E. Board in 2005.

WORKING EXPERIENCE:-

- ❖ Presently Working in IGNOU Headquarter (Student Evaluation Division) Examination Branch as a “Junior Assistant” on Contract Basis from 6th April 2009 to till now.
- ❖ Worked as a crew member in Mc’ Donald’s at Khan Market, New Delhi from 27th July, 2008 to 26th January, 2009.
- ❖ Worked as Computer Operator cum Cashier in Tupperware at East of Kailash, New Delhi from July 01/07/2007 to 1/06/2008.

PRESENT JOB PROFILE IN IGNOU:-

- Student queries related to B.A., B.Com. & B.Sc. Programmes, which are offered by the IGNOU through Distance Education Mode, as well as short out the queries of the students mentioned in the grievances/emails.
- Giving the suitable replies to the emails received from the Vice-Chancellor office and also the respective students.
- Processing all the application forms of the students related the Bachelor Degree Programme to Improvement in Division/Class are for Improving the Division, who have a short-fall of 2% Marks to secure the 2nd & 1st Division.
- Making the Bonafide Certificates, as per the request received from the students related to the Higher Studies within India and in the Abroad, as well as the Employment purposes.
- Making the reply letters to the students after receiving the applications regarding the queries of non-receipt of Statement of Marks & Provisional Certificates, dis-satisfaction quality of evaluation the Answer-Script & non-incorporation of theory courses marks in the result record of the student etc.
- Maintain the record of Statement of Marks and Provisional Certificate, which are un-delivered by the Indian Postal Department in IGNOU, and attend the students, who are personally visiting the Headquarter for the collection.
- Right to Information Act-2005 replies to Public information Officer for onward transmission to student
- Put up the Grievances reply letters to the respective students, which are received from the Ministry of HRD & PMO, UGC etc.
- Prepare the reply letters of the Legal Notice/Court Cases, which are received from the advocates on behalf of the respective students.

PREVIOUS JOB PROFILE IN McDonald’s:-

- Good customer service while taking orders and handling money.
- Connecting well with the customers, giving them the best care of what they need.
- Able to cope with different people and solve problems.
- Adaptable to pressure, responsible, organized and hardworking.
- Friendly, courteous and enthusiastic.
- Prepared food on a daily basis, kept kitchen clean, greet customer, dishwasher and maintain a healthy hygiene while preparing food for customers

- Assisted customers by providing information and resolving their issues
- Received payment by cash, credit cards, or automatic debits
- Issued receipts, refunds, credits, or change due to customers
- Wiped the tables and chairs, mop up messes, sweeping the floor, changing the trash, restocking the condiments and napkins and lids, take in the trays, and other miscellaneous things
- Maintained high standards of customer service during high volume operations
- Helps customers order their favorite McDonald meals
- Answered questions that customers may have had regarding ingredients or availability certain food items on the menu
- Maintained cleanliness in the workstations
- Assisted the other staff members in taking orders
- Worked for the McDonald's Corporation allowed to: -Work within a team friendly environment.
- Followed procedures for safe food preparation, assembly, and presentation

PREVIOUS JOB PROFILE IN TUPPERWARE:-

- Prepare records of sales and purchase of goods.
- Collect the cash from the customers and then deposit it to the Bank.
- Inside and outside sales.
- Customer needs assessment.
- Sales are closing.
- Product management and pricing.
- Planning and coordination.
- Process orders on the Tupperware database.
- Make sales by taking the orders.
- Keep detailed records of inventories, completed sales.

PERSONAL PROFILE:-

Father's Name	:	Mr. Gokaran Pandey
Date of Birth	:	3 rd January 1990
Sex	:	Male
Languages Knows	:	Hindi, English.
Nationality	:	Indian
Marital Status	:	Married
Attitude towards my job	:	Honest
Hobbies	:	Reading, Writing & listening the Bhajan/Sankirtan
Total Experience	:	12 years

I hereby declare that all the above mentioned information is true to the best of my knowledge and belief & nothing has been concealed.

(Alok Pandey)