

Manoj

Mb: 81307 35056

Email: arshucollection24@gmail.com

Add: B-1/60 Sector-16, Rohini, Delhi-110089

Objective

Dedicated and experienced delivery professional with a strong background in logistics, customer service, and time-sensitive deliveries. Proficient in route optimization, digital payment handling, and effective communication. Seeking to leverage hands-on experience for a long-term role within Swiggy.

Education**Higher Secondary (12th Pass)****Work Experience*****Swiggy Rider / 2021 – 2025***

- Delivered food orders promptly while ensuring customer satisfaction.
- Maintained high order accuracy and delivery timelines.
- Provided excellent service by addressing customer concerns and resolving queries.
- Ensured vehicle maintenance and adhered to traffic safety regulations.
- Managed digital payment transactions and cash-on-delivery processes.

Amazon Delivery Agent / 2019 – 2021

- Managed timely package deliveries while ensuring order accuracy.
- Coordinated with warehouse teams and optimized delivery routes.
- Maintained a high delivery success rate and customer satisfaction.
- Handled fragile and high-value shipments with care.

Business Owner (Grocery Store) | 2017 – 2019

- Managed a local grocery store, overseeing procurement, sales, and customer service.
- Supervised daily operations including inventory control, billing, and vendor coordination.
- Built strong relationships with regular customers and local suppliers to drive repeat business.
- Ensured product quality, hygiene, and timely stocking to meet community needs.

Business Owner (Auto Parts) | 1998 – 2014

- Managed an auto parts retail business, handling procurement, sales, and customer relations.
- Oversaw daily operations, including inventory management and financial transactions.
- Developed strong relationships with customers and suppliers, ensuring business growth.
- Provided technical knowledge to customers regarding auto parts and maintenance.

Skills

- Strong navigation and route optimization skills
- Customer service and problem-solving ability
- Familiar with food delivery and e-commerce logistics
- Time management and efficiency
- Knowledge of delivery apps and digital payment handling

Languages Known

- Hindi
- English (Basic)
- Marathi
- Punjabi

Certifications & Additional Information

- Owns a two-wheeler with a valid driving license
- Familiar with delivery apps and navigation tools
- Experienced in handling cash, UPI, and card payments
- Knowledge of basic vehicle maintenance and repair
- Physically fit for long working hours and extensive travel