

SONIA VERMA

Date of birth: 05/03/1988 | **Nationality:** Indian | **Gender:** Female | **Phone number:** (+91) 8360239997 (Mobile) |

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Address: Plot no 92, street no 3 pritam nagar, Ludhiana, India (Home)

● ABOUT ME

Experienced Shift Manager highly effective at keeping operations running smoothly and customers satisfied with high-quality, efficient service. Talent for proactively solving problems and keeping team members on task.

● WORK EXPERIENCE

12/02/2024 – 30/9/2024

TEAM LEADER PIER TRANS SOLUTION PVT. LTD

- Use of PCS, Truck Logics TMS and Samsara
- Planning of drivers to pick up and deliver loads.
- Recruit personnel and oversee their training.
- Records keeping including quality, quantity, delivery times, transport costs and efficiency.
- Act as a communication liaison through the two-way truck radio system and answer incoming calls.
- Planning and managing logistics, dispatch and customer services.
- Liaising and negotiating with suppliers, brokers and consumers.
- Verified merchandise shipped by matching bill of lading, reconciling quantities and noting discrepancies.
- Weather monitoring and advise drivers accordingly.
- Report maintenance and repair needs for transportation vehicles and equipment.
- Balance driver's health and safety with customer requirements.
- Build strong relationships with drivers and customers to reduce the stress that comes with last minute schedule changes.
- Generate invoices and perform billing as per company's terms.
- Stay up-to-date with safety regulations

01/07/2017 – 13/12/2023 Jalandhar, India

SHIFT MANAGER XPRESS CARGO INC.

- Schedule drivers to pick up and deliver loads to customers or vendors.
- Records keeping including quality, quantity, delivery times, transport costs and efficiency.
- Planning and managing logistics, dispatch and customer services.
- Recruit personnel and oversee their training.
- Directing, optimizing and coordinating full order cycle.
- Liaising and negotiating with suppliers, brokers and consumers.
- Benchmark freight rates.
- Verified merchandise shipped by matching bill of lading, reconciling quantities and noting discrepancies.
- Monitoring driver's working hours and equipment availability.
- Weather monitoring and advise drivers accordingly.
- Report maintenance and repair needs for transportation vehicles and equipment.
- Balance driver's health and safety with customer requirements.
- Collaborate with management to modify daily routes to accommodate the needs of customers.
- Act as a communication liaison through the two-way truck radio system and answer incoming calls.
- Cultivate strong relationships with drivers and customers to reduce the stress that comes with last minute schedule changes.
- Generate invoices and perform billing as per company's terms.
- Stay up to date with safety regulations

04/04/2017 – 19/06/2017 Jalandhar, India

HR MANAGER PACIFIC ASIA CONSULTING EXPERTISE (P.A.C.E) CONSULTANTS

- Job posting
- Conducting Interviews

- Selection of the best candidates
- Communicating company policies to them.
- Providing offer letters (contracts)
- Providing training about the product/service we offer.
- Managing the performance of the employees
- Carrying out timely performance appraisals.
- Managing work culture
- CRM data entry
- Docladder data entry
- Cold callings, handling queries and replying to the mails.

Apart from this, my role also requires selection and resourcing of suitable candidates (Consultant Doctors) to our clients (Private hospitals). This involves searching the best resumes from portals like timesjobs, making a call, convince the right candidate for vacancy at specific location, then arrange their interviews with the clients and finally closure of the candidate.

01/05/2016 – 30/08/2016 Jalandhar, India

FOOD TECHNOLOGIST REGAL ENTERPRISES

As it is UK based company, the company deals with all kinds of projects from U.K. based suppliers and customers. As a food technologist, We work on the product specifications. Our main aim is to gather the information regarding the food products from the suppliers and upload them onto the TICCO portal (a portal for uploading all the specifications) and then publish them. The company also helps British companies to achieve BRC (British Retail Consortium). As a food technologist, I was also helping the designers in correcting food labels. I have also helped IT department with food safety reports and information to be submitted on the portals

01/10/2014 – 20/01/2016 London , United Kingdom

STORE MANAGER N.V SUBWAY RESTAURANT

- Performs and directs overall restaurant management.
- Manage staff and assign duties.
- Maintenance of higher standards of safety and security in the restaurant.
- Ensures that all the staff is following the standard Subway protocol.
- Maintains business records.
- Training of the staff.
- Demonstrates a complete understanding of menu items and explains them to the customers accurately.
- Performs Cash-In Procedure- accounting for all forms of money, bread, etc., during the shift.
- Focus on employee engagement to resolve any issues.
- Practices inventory controls standards.
- Completes University of SUBWAY® courses as directed.
- Resolve customer complaints

01/05/2014 – 30/09/2014 London , United Kingdom

SANDWICH ARTIST N. V. SUBWAY RESTAURANT

- Customer Service
- Preparation of Food
- Till and Cash handling
- Cleaning
- Stocking
- Completes University of SUBWAY® courses as directed

07/11/2013 – 30/03/2014 London , United Kingdom

CREW MEMBER WEST ONE FOODS, MC DONALD'S FLEET STREET, LONDON

- Customer service
- Till operation
- Cash handling
- Stocking
- Cleaning

10/11/2012 – 28/08/2013 Jalandhar, India

RETAIL SUPERVISOR V.R VERMA GRAMENTS

- Customer Service
- Assign duties to the staff
- Maintains inventory
- Make sure the items are in stock.
- Marketing of Clothes
- Organization of the shop
- Cash handling
- Cleaning

02/05/2012 – 30/09/2012 London , United Kingdom

RETAIL OPERATIVE PRIMARK, OXFORD STREET

- Sales and Commercial Focus
- Stock Management
- Merchandising
- Operating Standards
- Customer Service

01/07/2011 – 30/09/2012 London , United Kingdom

CREW MEMBER WEST ONE FOODS, MC DONALD'S FLEET STREET

- Customer service
- Till operation
- Cash handling
- Stocking
- Cleaning

01/05/2011 – 27/07/2012 London, United Kingdom

RECEPTIONIST CUM ADMINISTRATIVE STEVENS COLLEGE OF TECHNOLOGY AND MANAGEMENT

- Opening and Closing of College
- Answering phone Calls and e-mails
- Assistance with general inquiries
- Other office work

● **EDUCATION AND TRAINING**

10/09/2013 – 30/09/2015 London, United Kingdom

MBA INTERNATIONAL BUSINESS University of Greenwich

19/09/2009 – 31/01/2011 London, United Kingdom

M.SC. BIOTECHNOLOGY University of Greenwich

04/04/2006 – 30/04/2009 Jalandhar, India

B.SC. BIOTECHNOLOGY D.A.V College

● **COMMUNICATION AND INTERPERSONAL SKILLS**

Leadership Skills

Negotiation

Team Management

Project Management

Decision Making

Training

Teamwork and Team Building

● **LANGUAGE SKILLS**

Mother tongue(s): **PANJABI; PUNJABI**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1
HINDI	C2	C2	C2	C2	C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user