



Pankaj Jaiswal

Light Driver

Highly motivated and detail-oriented professional with 6+ years of experience in food delivery and product distribution operations. Adept at optimizing workflows, managing inventory, and ensuring exceptional customer service in fast-paced environments. Seeking a challenging role to leverage my expertise in logistics, quality control, and team coordination to drive operational excellence and contribute to organizational success. Committed to delivering timely and efficient service while building strong relationships with clients and stakeholders to enhance customer satisfaction and retention.

✉ pj308416@gmail.com

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📍 Uttar Pradesh, India



SKILLS

Time Management

Customer Service

Inventory Control

Workflow Optimization

Team Coordination

Delivery Logistics

Problem Resolution

Data Tracking

Quality Assurance

Operational Efficiency



WORK EXPERIENCE

Food Delivery Al Baik

03/2022 - 09/2024

Saudi Arabia

Achievements/Tasks

- Efficiently managed end-to-end food delivery operations, ensuring accurate and timely order processing, quality control, and seamless customer service in a high-paced environment.
- Coordinated with delivery staff and kitchen teams to optimize workflows, reduce delays, and uphold service excellence standards, achieving a 20% improvement in delivery turnaround time.
- Utilized inventory management systems to track and replenish stock, minimizing shortages and ensuring operational continuity, contributing to enhanced customer satisfaction and retention.
- Developed strong communication channels with vendors and stakeholders, facilitating smooth operations and resolving logistical challenges effectively, ensuring consistent service delivery.

Product Delivery Hindustan Unilever

02/2017 - 05/2020

Achievements/Tasks

- Supervised product delivery operations, ensuring timely dispatch, inventory accuracy, and adherence to quality standards, enhancing overall supply chain efficiency.
- Coordinated with vendors and logistics teams to streamline distribution processes, reducing delivery lead times and improving customer satisfaction.
- Implemented tracking systems to monitor delivery progress, resolve delays, and maintain operational transparency, achieving a 15% increase in on-time delivery rates.
- Built strong client relationships by addressing delivery issues promptly, fostering trust, and enhancing the company's reputation for reliable service.



EDUCATION

Bachelor of Art Dr. Ram Manohar Lohiya Avadh University

2017

Grades : 67%

Mathematics Inter College Allahabad University

2014

Grades : 85%



LANGUAGES

English



Hindi



Arabic



PERSONAL DETAILS

Date of Birth : 05/07/1995

Nationality : Indian

Passport No. : W0659451

Driving Licence : UP45 20220006167



REFERENCES

Pankaj Jaiswal

"Delivery Driver"

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