



Deepak Kumar Mishra

Customer Service Executive

Experienced Inbound Customer Service Agent offering high-quality support to callers, addressing their needs effectively. Demonstrated success as a liaison between companies and clients, consistently delivering a brand's mission through every interaction with customers.

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WORK EXPERIENCE

US IT Recruiter IMS PEOPLE

06/2022 - 07/2023

Ahmedabad

Achievements/Tasks

- Conducted comprehensive candidate searches and utilized various sourcing techniques, such as job boards, social media, and networking, to identify potential IT professionals.
- Screened and interviewed potential candidates to assess their technical skills, qualifications, and cultural fit with clients' requirements.
- Managed end-to-end recruitment processes, including job postings, candidate interviews, reference checks, and offer negotiations.
- Built and maintained strong relationships with both candidates and clients to ensure successful placements and ongoing satisfaction.
- Stayed up-to-date with industry trends, market developments, and emerging technologies to provide valuable insights to clients and candidates.
- Utilized applicant tracking systems (ATS) and other recruiting tools to efficiently manage candidate pipelines and track progress.
- Contributed to the growth of the company by meeting and exceeding recruitment targets and achieving key performance indicators (KPIs).
- Provided excellent customer service to clients, addressing their staffing needs promptly and effectively.
- Ensured compliance with legal and ethical recruitment practices throughout the recruitment process.

EDUCATION

B.Tech in Mechanical Engineering Gandhi Institute of Engineering & Technology

08/2016 - 12/2020

Gunupur

Intermediate Sri Chaitanya Vidya Niketan

05/2015 - 06/2016

Visakhapatnam

SKILLS

Communication Skill

Microsoft Word

Microsoft Excel

Microsoft Powerpoint

Decision Making

Fast Learner

Team Work

Creativity

Problem Solving

Time Management

Windows

Putty

Customer Service

INTERNSHIP

Intern at Tata Motors

- Gained practical experience in automotive manufacturing during an internship at Tata Motors in the Front Axle Assembly department.
- Acquired valuable industry knowledge and hands-on skills related to automotive component assembly.
- Developed a keen understanding of the intricate processes required for ensuring the production of high-quality automotive components.

Intern at Tata Steel

- Acquired comprehensive knowledge and understanding of turret functionality.
- Demonstrated expertise in turret systems through focused research and analysis.
- Applied turret-related insights and findings to enhance relevant projects or roles.

ACHIEVEMENTS

Employee of the Month at IMS People

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency