

Deepak Kumar Badhwar

Team Leader, Service Delivery Specialist



Address - Brajrajnagar, 768233

Phone - +917504666143

Email- deepakkumar483@gmail.com

Forward-thinking Operations Specialist bringing 8+ years of expertise in retail sales and customer service sector businesses. Cultivates rapport with individuals to optimize project goals and output, resolve complex problems and deliver innovative improvement strategies. Proficient in Communication and Team Leading.

Skills

Active Listening	●●●●● Excellent
Decision-Making	●●●●● Excellent
Teamwork and Collaboration	●●●●● Excellent
Teambuilding	●●●●● Excellent
Planning and Coordination	●●●●● Excellent
MS Office	●●●●● Excellent
Excellent Communication skill	●●●●● Excellent

Work History

**2020-11 -
Current**

Team Leader - Service Delivery Specialist

Ttec India, Ahmedabad

- Handling team of 20 individuals working in an international process and enhanced production of representative to exceed goals.
- Evaluated staffing gaps in skills and performance revenue, facilitating strategic decision-making.
- Helped senior management plan and carry out daily operations and meet key objectives.

- Collaborated with line managers on department performance and KPIs.
- Managed smooth operations and communicated timely updates to coordinate administrative activities.
- Prepared reports and correspondence on complex resource management issues.
- Maintained overall safe work environment with employee training programs and enforcement of safety procedures.

2017-09 - 2020-10

Customer service associate

Ttec India, Ahmedabad

- Utilized multitasking skills to engage with different customers on web chat simultaneously and managed to handle over 50 customers daily.
- Employed excellent analytical skills to assess and successfully identify customer needs.
- Used empathetic and friendly tone when dealing with customer issues and complaints, helping to defuse conflicts and maintain customer satisfaction.
- Used excellent and efficient problem-solving skills to address and resolve complex customer issues.

2016-11 - 2017-06

Sales Representative Team Leader

Future Retail Limited, Rourkela

- Handled team of 10 sales representatives and helped them driving sales through leadership skills.
- Guided teams in product merchandising and inventory management.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- Explored and created new ways to resolve problems with processes, technology or team members to improve overall efficiency.
- Promoted safe working environment by implementing regulatory standards, policies and guidelines.
- Collaborated with team members to achieve target results.

2014-07 - 2016-10

Sales Representative

Future Retail Limited, Jharsuguda

- Consistently met and exceeded sales goals.
- Interfaced with customers to resolve problems and meet diverse needs.
- Grew customer base by acquiring new customers and identifying needs to deliver relevant products.
- Generated sales by prospecting leads, cold calling and closing deals.
- Won Employee of the Month award multiple times.

2013-06 - 2016-05

Bachelor of Commerce: Honors (Sambalpur University)

Belpahar Degree College - Jharsuguda

Certifications

2021-04	Team Lead 101 Training - 5 Days
2021-11	Team Lead 201 Training- 3 Days
2020-09	BUILD Training - 3 Days