

Curriculum Vitae

Deepak Kumar

A-255, Budh Vihar Ext.
Rohini Sec-23, New Delhi-110086
Mob: - +91-9990804380
E-mail:- deepdahiya07@gmail.com



OBJECTIVE

Seeking a full time support and or operations management position within a growth industry providing opportunity to contribute to company expansion, increased market share, customer satisfaction, performance and profitability.

SUMMARY OF QUALIFICATIONS

A knowledgeable, success driven Customer Services Business Manager with versatile, proven leadership and management experience involving:

- Interfacing with professionals, senior management and customer liaison.
- Program and business development.
- Vendor Relationships.
- Creating and implementing policies and procedures.
- Committee and team participation.
- Customer satisfaction and quality control improvements.
- Profitable P&L management.
- Help Desk & Call Center operations with CRM.
- Knowledgeable in service marketing and sales channels, direct, distribution, reseller.
- Knowledgeable in Windows 95, 98 & NT, IBM 3270 environments, Internet, Knowledgebase Applications, Customer Relationship Management, Microsoft Office Suite and Workforce Management programs.

SELECTED ACCOMPLISHMENTS

Repositioned and restructured a service organization from a "fix the equipment" to a "fix the customer" team approach resulting in increased product sales and top ratings by end users in major industry surveys on customer satisfaction.

Improved productivity, utilization and customer satisfaction levels resulting in significant overhead cost reductions combined with increased sales and expanded market share.

A creative, articulate professional with excellent organizational, analytical and interpersonal skills who uses proactive, strategic planning as the foundation of winning teams and generating new business to ensure company growth along with improved customer service and satisfaction, loyalty, retention and repeat business.

PROFESSIONAL HISTORY

BUSY INFOTECH Pvt. Ltd. Delhi

Aug 2017 to Till Now

Business Development Manager (Implementer)

Responsible for identifying and developing strategic business relationships with group purchasing organizations (GPOs) and other potential customers, working closely with the General Manager. In this key position, I have worked closely with marketing, sales, and product management teams to achieve established sales goals and implement business development initiatives that maximize and grow the Crane ware footprint and generate bottom line revenue for the company. Established quantifiable departmental guidelines, improved recruitment, revised service level agreements and performed change management, greatly improved customer satisfaction levels. Established process and productivity improvements, developed customer satisfaction, renewal and retention programs. Performed budgetary and strategic planning to help achieve corporate goals. Assisted in launching Primus Knowledgebase technology to supplement call center operations and allow for end user self help assistance.

Significant Accomplishments:

- Develop new business opportunities with GPOs and other potential customers at all stages of the sales cycle to include targeting, prospecting and presenting compelling business propositions.
- Develop and maintain a robust deal pipeline toward targeted entities to continuously grow the business and generate sales.
- Effectively manage large scale, complex contracts negotiations and close new business deals with
- GPOs and other potential customers, working closely with the Senior Marketing Manager.
- Collaborate with professional services and other support teams to ensure successful implementations.
- Maintain consistent sales growth by continuously establishing new accounts and maintaining existing accounts.
- Develop and execute a strategic business plan that meets or exceeds established sales goals and supports Company revenue and profit ability targets.
- Developed and implemented quantifiable departmental guidelines and procedures.
- Resolved daily operational issues associated with help desk operations, people management along with introduction of new strategic client initiatives.
- Developed client and vendor partnership relations.
- Developed new product launch strategies and support services for improved profit margins.

E-Tech Services Pvt. Ltd. Delhi
May 2015 to 2017
Product Manager (ERP SOFTWARE)

Responsible for call center, telephone based, inbound / outbound help desk operations designed to provide 24x7 life cycle technical support and customer service involving applications, pre / post sale support functions for 30 products and 1 lakh vendors. Short and long term operations, scheduling, planning, project management, system integration, competitive analysis, staffing, budget and customer satisfaction improvements for worldwide direct marketing data communications and networking solutions provider. Managed and directed product technical support involving inbound call center operations for direct marketing telecommunications company. Established quantifiable departmental guidelines, improved recruitment, revised service level agreements and performed change management, greatly improved customer satisfaction levels. Established process and productivity improvements, developed customer satisfaction, renewal and retention programs. Performed budgetary and strategic planning to help achieve corporate goals. Assisted in launching Primus Knowledgebase technology to supplement call center operations and allow for end user self help assistance.

Significant Accomplishments:

- Managed and directed multiple outsourced Help Desk operations for major pharmaceutical corporation client, supporting over 6000 campus and 800 remote users.
- Established process and productivity improvements and assisted client with implementation of Knowledgebase applications.
- Developed and implemented quantifiable departmental guidelines and procedures.
- Resolved daily operational issues associated with help desk operations, people management along with introduction of new strategic client initiatives.
- Developed client and vendor partnership relations.
- Developed new product launch strategies and support services for improved profit margins.

Marg Compusoft Pvt. Ltd. Delhi
2008 to MAY 2015
PRODUCT MANAGER (ERP SOFTWARE)

Managed multiple on-going project tasks of various complexities, which required strong follow up, consistent communication and streamlined organization for successful completion. Partnered with Sales and Solutions Engineering to access and determine solution to meet client needs. Worked with assigned accounts from a sales consultant prospective gathering requirements and ensuring all hardware and software deployments are completed within schedule and budget.

Significant Accomplishments:

- Results-driven, highly-adaptable professional with 11 years of experience in the computer software industry, 3 of those as a Software Implementation Project Manager. Established process and productivity improvements and assisted client with implementation of Knowledgebase applications.
- Developed and implemented quantifiable departmental guidelines and procedures.

- Proficient in team leadership to manage software implementations to be delivered on time and within budget.
- Maintain ongoing communications between the project champion(s) and management throughout the project to ensure the necessary commitment for a successful project.
- Unit, functional and user acceptance testing experience to insure the software is working as designed and designed to meet the expectation of the customer.
- Consult customer regarding system down problems, determining the cause and providing the solutions.
- Developed new product launch strategies and support services for improved profit margins.
- Elevated operation to World Class level industry leader in customer support.

SUNTECH WEB SERVICES PVT. LTD.

2006 to 2008

PROJECT MANAGER

Plan, execute, and finalize projects within triple constraints of delivering on time, within budget and scope objectives, including acquiring resources and coordinating efforts of team members in order to deliver projects according to plan. Identify, effectively communicate, and resolve project issues and risks. Develop risk mitigation plans. Effectively communicate project status to project stakeholders. Coach, mentor, and motivate team members, influencing them to take positive action and accountability for assigned work.

DUTIES

- Monitoring project risks and scope creep to identify potential problems and proactively identifying solutions to address them in advance.
- Escalating promptly any issues that may impact operations.
- Producing stage plans, highlight reports, risk logs, requests for change etc
- Providing strategic direction during the implementation stages.
- Managing client expectations by ensuring the delivery of the highest quality service
- Acting on client feedback.
- Monitoring staff & team performance.
- Good conflict management and prioritization skills.
- Manage technical process and resolve technical issues.
- Can understand and document project requirements and dependencies.
- Excellent documentation & report writing skills.

EDUCATION

- Delhi University; Bachelor of Arts.
- Department of Electronics and Accreditation of Computer Courses; Computer Engineering "O" Level.

PERSONAL ATTRIBUTES

- Team leader capable of motivating staff.
- Ability to get on with all levels of people and possess strong relationship building skills.
- Ability to gain results through others.
- Knowledge of project management methods.
- Able to continuously meet targets and surpass expectations.
- Able to stay calm under pressure and keep to deadlines.
- Articulate and well presented.
- Having the necessary drive and enthusiasm required for a tough competitive industry.

PERSONAL DETAILS

Father Name	:	Sh. Balbir Singh
Nationality	:	Indian
Sex	:	Male
Marital Status	:	Married
Language Known	:	Hindi & English
Hobby	:	Reading Books, Dancing, Listening Music, Watching, Discovery Channel, Do something new in corporate world. Meeting with different types of peoples.

Date:

Place: Delhi

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