

DEEPTI PANDITA

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Career Abstract

- A competent professional with 8+ year's proficiency in Key Account Management, streamlining business processes, defining continuous improvement processes, accelerating employees' strengths and imparting training for the improvement in the operational process.
- Adept in implementing procedures to facilitate a high-quality customer experience.
- An astute planner, strategist & implementer with demonstrated abilities in devising service activities for the acceleration of the business growth.
- Adeptness in providing guidance and leadership to staff in accordance with specified program objectives.
- Adept in Service Excellence Management & B2B client interactions.
- An effective communicator with excellent relationship building & interpersonal skills; strong analytical, problem solving & organizational abilities.

Career Scan

May 2021 – Till Date with Mattsenkumar Services Pvt. Ltd, Gurgaon as Process Associate

Process Associate

- Update menus in Zomato dashboard as per given taglines.
- Maintain quality parameters.
- Contact to merchants to guide them all the Zomato applications navigations and parameters.
- Achieve daily targets within given time frame.
- As per new Tool, Netra, updated by Zomato, perform tasks in excel sheet with 100% accuracy and try to build menus on time.
- Also hands on experience in chats and emails, as per requirements.

Sep 2016 – Apr 2017 with Parragon Publishing India Pvt. Ltd., Noida as Sr. Customer Relationship Executive

Key Account Management

- Liaising and building personal rapport with existing and new clientele
- Process Implementation for smooth function and time bound delivery, conflict resolution and feedback.
- Ensuring healthy docket life cycle, smooth movement and delivery of inbound shipments and outbound dispatch, distribution, and communications.
- Manage reverse logistics, Re-Distribution of orders, Value-Added Services & ensure timely

- delivery by coordinating with the shipping agent for scheduling the consignment on time.
- Maintaining database of billing date, dispatch date LR # number, Transporters Name.
- Checking & maintain record for the short supply & issuing Credit Note for the short supplied books.
- Maintaining record of Pick Up's, Refused Consignments, Rebooked consignments & lost consignments.
- Acting as a single communication channel between company and Customers to provide high level of customer service and professionalism.
- Managing Inward, Internal and outward Logistics Operations in tandem with company guidelines. Focusing on smooth coordination with Service providers and external agencies, facilitating uninterrupted flow of operations.

Market Research & Operational Analytics

- Conducted market analysis, gathering market & customer information and providing feedback on buying trends.
- Dealing with other areas of the business to drive changes and improvements. Monitoring Service Analysis, MIS Reports and maintained it up to desired level.
- Scheduling and generating reports (Dispatch Reports, Delivery Reports & MIs to RSM's/ Executives on regular basis.

Sept 2012 - Aug 2016 with Getit Infomedia Pvt. Ltd., Noida as Account Relationship

Askme Group deals with providing the presence to SME in the local market place, providing Yellow Pages for local search, e- commerce, online grocery and furniture etc.

- Have been handling the contract management and Onboarding of the Merchants/ Clients of Askme.com for its Direct and Indirect channels of Southern and North Regions
- Managing a Team Size of 25 Resources to get the On Boarding process smoothly processed
- Work profile consist of the MAC (Minimum Acceptance Criteria) of the contract validated and getting the contract entry done
- Post proper error free entry of the contract ensuring Verification call is made to the merchant properly with quality
- All the process followed with a QC process in which we try to identify the gap in the entry than the actual to ensure that maximum 1n Revenue can be collected against a valid contract and in parallel proper customer satisfaction can be achieved
- Ensuring to adhere the deadlines of priority assignments
- Follow up with the team for closure of Contracts within the TAT
- Monitoring team performance on a regular basis and providing timely feedback
- Have been observing Team's performance on a regular basis and providing timely feedbacks for improvements in work
- Have been supporting the other regional teams to achieve their assigned key activities on time

Achievements:

- Directed sales for company and coordinated sales efforts directly with senior management.
- Contributed significantly in various process improvement initiatives and activities like Knowledge Management.

July 2011 - Sept 2012 with Ebix Asia SEZ Pvt. Ltd, Noida as Customer Relationship Associate

- Updating/ Tracking the Insurance certificates and preparing Agent Contracts.
- Handling the salary Issues, joining formalities of all new joiner's and tracking attendance.
- Discrepancy handling of agent Documentation and queries regarding Agent Commission.
- Preparing, uploading and dispatching TPR, and looking after negative balance reports.
- Maintaining the Adequate stock of collators required and keeping a track of sales kits, gifts, manuals etc. to be given the contracted agents.
- Distribution of Leads to Sales manager and maintaining the tracker for the same.

Jan 2009 - Mar 2011 with Tech Mahindra, Noida as Customer Relationship Associate

- Responsible for receiving, investigating and responding to all customer inquiries regarding installation, products and services.
- Interact with customers by phone, e-mail or online chat concerning various care issues.
- Tracking and reporting of relevant customer care performance metrics.
- Raise complaints against customer's queries.
- Escalate queries and gave resolutions.

Scholastics

- PG Diploma Business Administration [HR] from Symbiosis center for distance learning in 2011.
- Bachelor's of Business Administration from Choudhary Charan Singh University in 2008.
- XII from J&K Board in 2003.
- X from J&K Board in 2001.

Personal Vitae

Date of Birth	:	27th April 1985
Marital status	:	Married
Present Address	:	1003 B, Godrej Prana, Undri, 411048
Linguistic Skills	:	English and Hindi