

EWS-137, 138, bda colony
Near Tribhuvan Mandir,
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Deepak Singh

WORK EXPERIENCE

Summary:

Having **2 years 6 month** of work experience in **Operations, Customer Services and in Customer Care** proven abilities in relationship management and leadership. Significant contributions in the fast growth of the company; thrive under pressure, relying on a strong sense of organization.

KEY SKILLS/AREAS OF EXPERIENCE

- Customer Services
- Operations
- Training – Process and domain
- Admin Back Office

ORGANIZATIONS

CMC Limited (A Tata Group) in Passport Seva Project an E-Governance Project in association with Ministry of External Affairs:- The Passport Seva Kendras are part of the pilot project by Ministry of External Affairs (MEA), Government of India. This project aims to speed up and simplify the passport application process

Designation

Citizen Services Executive – Passport Seva Project, PSK-Bareilly (From oct 2011- till date)

Job Profile

- To Handle & Solve the queries and problems of Citizens regarding their documents in making of passport.
- To create an environment oriented to trust, open communication, creative thinking, and cohesive team effort.
- Facilitate problem solving and collaboration.
- Coordinate with internal and external customers as necessary.
- Ensure deliverables are prepared to satisfy the project requirements, cost and schedule.
- Dealing with the Government Officials e.g. APO, GO & VO.

Work Profile

- Working as an acting Admin Executive at Passport Seva Kendra, Bareilly.
- Responsible for back office operations, Inter-office correspondence, confidential mails, quotations, Monthly billing, cheques, etc.
- Taking Care of all types of record registers like: Staff attendance, Stock Maintenance, Electricity Reading, DG SET Reading, Diesel Register, Printer & Toner Register etc.
- Housekeeping day to day role and functions tracking.
- Maintaining attendance of supporting staff & housekeeping (G4S).
- Responsible for Vendor ID Creation, Purchases for offices like, stationary items, Housekeeping material, etc.
- Managing & maintaining budgets every months.

EDUCATION

Year	Institute/ College	Degree/ Certificate
2005	Lions rohila inter college, U.P.Board,Bareilly	10 th
2007	Lions rohila inter college, U.P.Board,Bareilly	12 th
2010	M.J.P.Rohilkhand university, Bareilly	B.com
2012	M.J.P.Rohilkhand university, Bareilly	M.com

OTHER QUALIFICATIONS

Course	Institute	Duration
Diploma in applied computing	CISTEM Computer Institute, Bareilly	1 Year

PROFESSIONAL QUALIFICATIONS

MBA (Distance Learning)	Mahatma Gandhi University	2Year
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SOFTWARE SKILLS

Environments Win 2000, Win XP, Win 7.

ACHIEVEMENTS

Outstanding performance in year 2013 & 2014

Date-

Deepak Singh