

Deepak Sahoo

IT & Operations | Operation Manager

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Summary

- Dedicated and solution focused **Operation Manager** with extensive experience with both corporate and non-profit customer relations.
- Strong business and customer service acumen gained through experience at **Heritage Vision Education Trust Pvt Ltd, Orpak System India, Aryaomnitalk wireless solution pvt ltd.**
- Results oriented office coordinator focused on driving productivity by leveraging **strong office management skills.**
- Advanced skills in Microsoft Linux Systems including Windows 7,8,10 operating system's platform.

Work experience

Business Operation Manager Mar 2020 – Till Continue

HERITAGE VISION EDUCATION TRUST PVT LTD

Responsibilities: Ensure all systems operate smoothly and align with our quality standards. Monitor daily operations and address potential issues when they arise & Team Management. Multi Vendor management Govt & Private client handle. Client & Customer Support B2B & B2C. Invoicing submitted and followup with client and customer. Assist HR with recruiting when necessary. Work with senior stakeholders. Identify and address problems and opportunities for the company. Support worker communication with the management team.

State Operation Coordinator

ORPAK SYSTEM India PVT LTD

Nov2017- Aug 2019

ProjectDescription: Orpak delivers comprehensive Automation service Station management solutions tools Govt & Private companies Petrol Pumps, improving profitability and optimizing performance from the forecourt to the head office Its solutions and services include: Fleet Fuel Management, Automatic Vehicle Identification, Home base Station Management, Outdoor Payment Terminal, Wet Stock Management and more.

Clients: IOCLI BPCL | HPCL

Responsibilities:

- Multi-vendor management for local maintenance activities, client and customer meeting.
- Invoicing & Amc submitted and followup with client and customer. .
- Managing Service Spares Inventory at State level and arranging transportation and logistics for all Spares at StateLevel and keeping up- to-date records of State Spare Inventories and movements.

Skills

Customer Support

Tracking and resolving customer tickets and handling customer escalations.

LAN /WAN /Network Administration

Resolving Server connectivity issue, troubleshooting, networking error.

Clients Solutions

Ensuring Client and customer problem resolving

Productivity Improvement

Increased team productivity and automated repetitive tasks by using batch files & trained employees across multiple departments on operations.

Training & Mentoring

Trained employees across multiple departments on operations.

Team Handling

- Reconciliation of spares Inventories at State level with H.O
- Responsible for coordination with Field Engineers for Service Call Management like assigning of calls, closing calls, scheduling and managing PM activities as per Customer Service Level Agreements.
- All HR activity like Hiring plan, coordinate with interview with the hiring manager & process Interview status, serving as liaison with area employments agency & source for website.
- Harvesting and Maintaining Team work culture within the Field Engineers.

Customer Support Coordinator Jan 2013-July 2017

ARYAOMNITALK WIRELESS SOLUTION PVT LTD

Project Description: Aryaomnitalk focused on vehicle tracking system (VTS) and manufacturing industries GPS devices. Created a java based software for monitoring vehicle tracking status and maintaining database tracking website. Created route mapping with the help of Google map and track all the vehicle position.

Clients: IOCL, BPCL, Mahanadi Coalfield Limited, Odisha Research Space application center (ORSAC)

Responsibilities:

- Provided and managed base level IT support to department personal
- Resolved customer complaints and concerns with strong verbal and negotiation skills.
- Provide coaching, continuous training and support to team members/new interns.
- Coordinated and regularly followed up with clients, engineers discuss about system fault observations.
- Ability to resolve unusual and complex problems related to various processes the team supports.
- Monitored & analyzed VTS (Vehicle Tracking System) tracking website.
- Created the Route mapping with the help of Google map and managed all software related problems.
- Analyzed the database & prepared MIS reports and dashboards.
- Involved in Field visit location wise Customer query and payment follow-ups.

Tools & Technologies:

- Operating Systems: WINDOWS 10/08/07/2000/XP/NT/95/98

Ms Excel, Power point, word, outlook

- Online Project Tracker (Internal)
- Vlookup & Pivot Table

Personal Attributes:

- Leader
- Innovative
- Self-motivated
- Reliable

Languages Known: –

- English
- Hindi
- Odiya

Project Work :-

GIS Survey in Odisha location – Route create in GIS application, Manipulate Data for reports at Apex india pvt ltd

Academic Credentials :-

Examination Passed	Board/ University	Year of passing
Bachelor of Science in Information Technology (Bsc IT) & GNIIT	Kuvempu, Karnatak Open University / NIIT	2012
12 th	CHSE	2008
10 th	BSE	2006

PERSONAL DETAILS:

Name : Deepak Sahoo
Father's Name : Krushna Chandra Sahoo
Date of Birth : 15/07/1990
Nationality : Indian
Religion : Hindu
Sex : Male
Marital Status : Married
Address : Nayapalli, Bhubaneswar - 751012
Odisha

DECLARATION

I herby declare that the above written particulars are true to the best of my knowledge & belief.

Date:
Place:Bhubaneswar



Deepak saho