**DEEPAK CHOPRA** **Hno.131 Antriksh Apartment H-block**

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| **OBJECTIVE** | I have 3.5+ years of expertise in Automation systems. Additionally I have worked as Support Engineer for Surveillance Systems including CCTV & Access Control . I am a team player with good technical, communication and leadership skill.  I am a B.Tech. in  Electronics & Communication (E&C). |
| **EXPERIENCE** | Honeywell International Pvt. Ltd. March 2012 - March 2013 Profile: CCTV, Access Control and Video Control Systems  Designation : Sales Engineer & Support    Key Deliverables :   * Product line - Honeywell Access Control, Honeywell Fire Alarms, Biometrics, Card Readers, CCTV- IP Cameras, Analog Cameras, DVR’s, NVR’s. * Develop a business plan & sales strategy for the market that assures attainment of company sales & profitability. * Carry out market research, competitor and customer surveys in co-ordination with marketing department. * Developing and delivering product and Technical Presentations in conjunction with the sales team * Generating Sales Enquiries and business development as required. * Managing good relationships with vendors. * Configuration and documentation of products & firmware for the assigned sub-system, features or tools * Implement firmware solutions based on requirements, architecture and high level design documentation * Handling Queries & Providing solutions regarding Security Panels & Security Devices of Honeywell & Audio Video Products Engineer(includes Audio Video Devices) * Demonstration of Honeywell products * Support of Honeywell Products like Cameras, Access Control, DVR, Port forwarding, Access Control Products, Door Switches, Biometric Readers, Alarms, Fire Safety Devices. * Support of Automation Products like Access Control Systems, Home Security Systems, Cameras, Digital Video Recorders & Automation Panels. * Supporting customers & clients (dealers) on Access Control products like Biometric Readers, CCTV Cameras, Home Automation, Alarms, Digital Video Recorders etc. * Pre Project Consulting I conduct a formal need analysis to understand client requirements * Project Planning and Documentation: After the broad parameters of the project are agreed upon, design engineers are brought in for the full-scale design effort. I along with other Engineers develop detailed layouts for the [solutions,](http://www.godrejavsolutions.com/) AV solutions equipment and wiring. At this stage, a detailed cost analysis for the project is also presented to the Customer/Client and detailed project plans are agreed upon at this stage. * Installation and Programming: The project is engineered correctly and it is ensured that all major components are in working order before they are transported to the customer facility.  System programming is also undertaken. * Final testing and Handover: We will test the systems, provide the necessary training to the end user/s and handover the completed project.  Vantage Integrated Security Solutions July2015 -till date Position : Pre-Sales Consultant & Sales     |  | | --- | | Product line- CCTV Security Cameras & Network Cameras, Network Recorders & DVR’s, Access Control, Biometric Readers & Video Analytics. | | * Develop a business plan & sales strategy for the market that assures attainment of company sales & profitability. * Carry out market research, competitor and customer surveys in co-ordination with marketing department. |  * Product Demonstration & Management. * Generating Sales Enquiries and business development as required. * Managing vendor relationship. * Business Analysis * Request for Proposal Creation * Content Management * Understand clients business and functional needs and create solutions. * Create and deliver PPTs / proposals / pitch documents to address client requirements. * Work closely with Sales team in client engagements. * Deliver demos to prospective clients and engage in functional level discussions on product aspects, features and benefits. * Understanding of Interface protocols and knowledge of various communication protocols like RS232, RS485. * Maintenance of Category & Customer Service Pages * Page Performance * Implement the content and presentation of the products on the website and their commercial management. * Writing content, uploading imagery, managing website categories and commercial trading of categories in line with the brand strategy to increase sales, web page performance and site conversion. * Developing customer facing documents such as user guides, application notes and release note. * Understanding of Electronics and Software. * The key ability to drive and learn new technologies and help in further building them. * Ability to deliver to deadlines, and following up on commitments. * Good in Relationship Building * Implement firmware solutions based on requirements, architecture and high level design documentation  LG Electronics Position : Sales Engineer   * Developing and delivering product and technical presentations in conjunction with the sales team * Maintaining a working knowledge of competitor’s products and services and of emerging trends in ISS industry as a whole * Providing input for development of new products and enhancement of current products. * Having excellent relationships with the OEMs, conducting presentations and POC’s. * Supporting technical due diligence with potential customers. * Understand customer requirement and request for quotations and communicate contract technical and commercial requirement to senior management. * Manage and motivate the proposals team ensuring that proposal activities are focused on winning orders and continuously improving conversion rates. * Generating potential partners * Project Planning & Execution. * Scoping: Prepare Scoping Database consisting of Lead Details, Nature of Business, Business Model, Customer Base , Market Feedback. * Product Pitching: Pitch as per Business Model of Customer & update in Scoping database. * Lead Management: Prepare Complete database of Customer Visited, Feedback, Status etc. * Market Intelligence: Prepare complete database of Customers, Competitors etc. * Product demonstration: Demonstration of Product to Client. * Logistics Co-ordination : Ensure IOD/POD Collections * Accounts/AR Management: Follow up for Payment Collection/ Balance Confirmation. * PDP : Prepare Journey plan for each month & submit to Assistant Manager/Zonal Manager * Marketing Support: Coordination for local executions.  American Express India Pvt Ltd Designation: Senior Business Analyst ( June, 2013 – Dec 2014)  Key Deliverables:   * Maintain strong relationships with all Lines of Business, at all levels * Gathering market & customer information and identify new markets & business opportunities * Handling the dispute related to Australia-New Zealand Market which involves Travel Industry, Retail, Airlines Merchant * Handling the disputes related to UK, Australia New Zealand & India market which involves reaching out to the parties . * Reviewing and facilitating new procedures for effectiveness of overall work flow. * Studying of the International Markets * Handle complaints for business communication at all levels * Providing premium service, ensuring customer’s inquiries are handled with relationship care , in timely manner and accordance with company policy , procedures and local market regulations   **Trainings undergone**  1. **BHARTI AIRTEL LTD (CHANDIGARH & Shimla)**  Worked as a trainee for duration of JULY-DEC 2010 in GSM Operation & Maintenance Dept. on KPI’s -Drops, Congestion, Handover, PCS Drops, Main Switching Centre, Routing Paths, Switch.  2. **LOVELY PROFESSIONAL UNIVERSITY (Electronics training centre)**  Short term training program of two weeks in June 2008 |
| **ACADEMIC CREDENTIALS** | |  |  |  |  |  | | --- | --- | --- | --- | --- | | **EXAM** | **UNIVERSITY**  **/BOARD** | **NAME OF THE SCHOOL** | **YEAR** | **MARKS**  **( CGPA/%)** | | X | CBSE | Banasthali Public School,  NewDelhi | 2005 | 56 | | XII | CBSE | Banasthali Public School,  New Delhi | 2007 | 61 | | **B.TECH**  **(ECE)** | LPU | LPU | 2011 | 67.41 | |
| **PROJECT** | BTS security system using GSM modem Home security system using GSM modem |