

Deepak Sharma

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- ☐ To get a position in retail sales operations which will utilize my acquired knowledge and collective experience.

Synopsis

- ☐ Experience in client servicing of pre and post sales including direct involvement with corporate and direct customers.
- ☐ Learned to value commitment and customer orientation, time bound & result oriented mission.

Career Contour

Au Small Finance Bank (Sriganganagar)

Key Role & Responsibilities

Since:- Feb20 to Till Date

- ❖ Responsible for Attending Customers on the Front Desk in Bank.
- ❖ Responsible for Open Current Account And Saving Account.
- ❖ Responsible for Open Fixed Deposit And Recurring Deposit Account.
- ❖ Responsible for Collecting CASA in Existing And New Customer Accounts.
- ❖ Monitoring the Day to Day Customer Follow-ups.
- ❖ Organizing Activity Plan And Display Plan.
- ❖ Monitoring the Day to Day Performance with filling Daily Trackers.

Relationship Manager At Maruti Suzuki NEXA Pvt. Ltd.(Hanumangarh)

Key Role & Responsibilities

Since:- Nov'18 to Feb20

- ❖ Responsible for Attending Customers on showroom walk-in.
- ❖ Responsible for Generate Enquiries on ipads.
- ❖ Every Months 1st to 2nd week plan D2D event in Govt.Offices..
- ❖ Monitoring the day to day customer follow-ups.
- ❖ Organizing activity plan and display plan.

Idea Authorised distributor VASU ENTERPRISES (SadulShahar)

Key Role & Responsibilities

Since:- AUG'16 to Oct 18

- ❖ Responsible for new prepaid acquisition with high quality.
- ❖ Responsible for customer complaint handling with proper timely solutions.
- ❖ Involved in organizing the service camp every fortnight.
- ❖ Minimize the retailers complaints
- ❖ Responsible for maintaining the accounts of the store.
- ❖ Monitoring the day to day performance with filling daily trackers.
- ❖ Responsible for checking the stocks and liquidation on a daily basis.

Customer Relationship Manager At RELIANCE DIGITAL STORE(Sriganganagar)

Key Role & Responsibilities

Since:- Oct'13 to July'16

- ❖ Managing a team of 4 sales executives
- ❖ Responsible of Mobile handset division of store
- ❖ Responsible for Revenue growth of handset month on month basis.
- ❖ Responsible for resolving the Handset related complaints and getting it resolved within deadlines.
- ❖ Responsible for stock monitoring reports on a daily basis.
- ❖ Responsible of selling mobile product lines with focusing on premium product
- ❖ Chalking out strategies to counter consumer moves
- ❖ Execution of all incentive schemes for customers.
- ❖ Supporting and conducting Proper Training for my team members.
- ❖ Monitoring the day to day performance with filling daily trackers.

Support Executive At INATIVE NETWORKS PVT LTD (Barmer)

Key Role & Responsibilities

Since:- Aug'11 to Sept'13

- ❖ Responsible For Tetra Communication Network.
- ❖ Monitoring day to day Reports And Screenshot Sent to Head office New Delhi.
- ❖ Everyday visit Departments to check walky-talky Properly working sites..
- ❖ Responsible for Revenue Growth of handset month on month basis.
- ❖ Distributions and stock handling.
- ❖ Responsible for day to day audit of system and ongoing process.
- ❖ Responsible for decreasing client complaints and base churn.

Sales Promoter At Vodafone Cellular Ltd.(Sriganganagar)

Key Role & Responsibilities

Since:- Jan'10 to Feb'11

- ❖ Daily day to day visit special outlets.
- ❖ Focus on monthly target postpaid and prepaid sim.
- ❖ Focus on CUG plan in Corporate and Govt.offices.

Academics:-

2011	BBA. from SK BIMIT institute affiliated to SMU University,
2007	12 th from DAV School, Sri Ganganagar Affiliated to Rajasthan Board.
2005	10 th from DAV School, Sri Ganganagar Affiliated to Rajasthan Board.

Computer Proficiency

- ❖ Basic Knowledge of Computers.
- ❖ Working knowledge of the Internet.

Personal Details

Date of Birth	:	11 May 1989
Father's Name	:	Mr. Ashok Kumar
Nationality	:	Indian
Sex	:	Male
Marital Status	:	Married
Language spoken	:	Hindi,Punjabi
Permanent Address	:	3E Chhoti SSB Road Gali no-07, Sri Ganganagar(335001)
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