DEEPAK KUMAR

575/1, Dayanand Colony, New Railway Road, Gurgaon-122001 |Ph: 991-071-8202 & 892-969-8202. | Email: deep8216@gmail.com

OBJECTIVE: -

With 10 years of experience in customer service and operation in garments trims, I want to use my expertise to get more business and excellence for my future employer. I want to make productive contribution to the organization and work with the best of my knowledge and abilities, maintaining discipline to enhance my skills set during any tenure & mature myself as an able personality.

EXPERIENCES: -

Worked with Tex Corp Pvt. Ltd., Gurgaon as Management Executive M-7 grade (Management Grade 7) from Nov, 2019 to Dec, 2020

 Job Profile:-

* Handling orders of assigned territories GME North, GME Ludhiana, GME West, GME East.
* Assisting customer in filling NAF to open new account & solving order related inquiry.
* Answer customer’s enquiry via email & call.
* Act as single point of contact for providing all details to customers
* Handling key accounts.
* Provide Proforma Invoice to customers for their orders
* Coordinate between customer and sales team to get the orders
* Coordinate between customer and production line to timely execute the production job.
* Coordinate between customers and Finance Deptt. for customer’s billing & payments
* Follow-up with customer for orders, pending payments.
* Coordinate with customer to arrange the order shipment.
* Coordinate with different teams to achieve sales revenue
* Handle the complaints, raise CCR & resolve as per the SLA. Also to get CAPA from quality team on time.
* Making KPI reports for the assigned accounts
* Update customer regarding new developments
* Making report using excel function like Hlookup, Vlookup, Pivot table.

Worked with M/s SML Labels (India) Pvt. Ltd. Gurgaon as Customer Service Executive from July, 2010 to Oct 2019

 Job Profile:-

* To Handle US major buyer like, Ann Taylor, Macys, Nautica, TJMax and European buyers like Esprit, George etc.
* To Handle major Outsource operations of the company.
* Coordinating with different suppliers to provide the goods within the assigned SLA
* Making outsource report of suppliers
* Assisting customer in account opening, order placing & solving order related inquiry.
* Answer customer’s enquiry via email & call.
* Act as single point of contact for providing all details to customers
* Handling key accounts
* Provide Proforma Invoice to customers for their orders
* Coordinate between customer and sales team to get the orders.
* Coordinate between customer and production line to timely execute the production job.
* Coordinate between customers and Finance Deptt. for customer’s billing & payments
* Follow-up with customer for orders, pending payments.
* Coordinate with customer to arrange the order shipment.
* Coordinate with different teams to achieve sales revenue
* Handle the complaints & resolve as per the SLA
* Work with US teams & Buyers for new developments.

Worked with M/s Shore to Shore India Pvt. Ltd., Delhi as a Customer Service Executive from July, 2008 to May, 2009

 Job Profile:-

* Maintain relationship with customers.
* Answer customer’s enquiry via email & telephone.
* Coordinate between customer and sales team to get the orders.
* Coordinate between customer and production line to timely execute the production job.
* Coordinate between customers and Finance Deptt. for customer’s billing & payments
* Coordinate with different teams to achieve sales revenue
* Handle the complaints & resolve as per the SLA

Worked with M/s Call to Connect India Pvt Ltd. as a Customer Care Executive from June 2007 to June 2008

 Job Profile:-

* Making outbound calls to Tata Indicom customers to welcome new Tata Indicom customers
* Maintaining report of actual status
* Update system for the same with proper remark

EDUCATION : -

* Bachelor Degree (First grade) in Computer Applications from Magadh University
* 12th (First grade) from CBSE Board
* 10th (First grade) from CBSE Board

SKILLS: -

* Key Accounts Management
* Order Management
* Customer Service Management
* Customer Support
* Written Communications
* MS Office Package (Office 365).

PERSONAL DETAIL: -

Father’s Name. : Nand Bihari Singh

Date of Birth : 16th March, 1982

Gender : Male

Nationality : Indian

Marital Status. : Married

Language Known : Hindi & English

Date: ……………...

Place: …………….. (DEEPAK KUMAR)