**Deepak Joshi**

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**Professional Statement**

As I have handled so many departments during my 8 Year tenure which gives me immense confidence to handle any below mentioned department along with any responsibility which is for the betterment of company I am always ready to work and learn with my open broad perspective of doing and learning new things, due to my adaptable nature I am very flexible to fit, share and learn in any team.

**About Checkpoint Systems**

I would like to inform you that Checkpoint System are the leading manufacturer of Hang Tags, Barcode Tickets, Size Tags, Woven labels, Fabric labels, Barcode Stickers, Inserts And we also deliver intelligent solutions – bringing clarity and efficiency into the retail environment anytime, anywhere. Through a unique offering of software, hardware, labels, tags and connected cloud based solutions, Checkpoint optimizes operational efficiencies through analysis of real time data captured throughout the supply Chain and in store then translating this to clear concise actions and tasks.

Checkpoint systems provide end-to-end solutions enabling retailers to achieve accurate real-time inventory, accelerate the replenishment cycle, prevent out-of-stocks and reduce theft, thus improving merchandise availability and the shopper’s experience. Checkpoint’s solutions are built upon 48 years of radio frequency technology expertise, innovative high-theft and loss-prevention solutions, market-leading RFID hardware, RFID software, and comprehensive labeling capabilities, to brand, secure and track merchandise from source to shelf.

Including India we are present in 15 countries

Designation: Assistant Operations Manager

Department: Production

Job Description / Responsibility:

As a Assistant Operations In-charge

* To check Job Cards received in Production department, give ESD and prepare Daily Job Plan of all production jobs received in production departments.
* Managing the production related tasks including planning
* Worked as Production Manager in his absence and reporting to Director for smooth & proper functioning of all production units i.e. Offset, Focus and Thermal.
* To keep a close watch on ISO/Audit reports related issues.
* Supervision of Store, QC, Packing and Dispatch departments.
* To keep coordination with other departments i.e. CS, PD, HR for smooth functioning.
* To keep a close monitoring of all Jobs running in Offset, Focus as well as in thermal for timely dispatch.
* To monitor all Outsource jobs related issue, Courier related matters, outsource billing issues in the directions of Operations Manager
* To participate in review meetings held by the management for discussions from time to time.
* To conduct induction program organize by HR for newly joint employees.
* Required to take care of all product developments activities with the help of 2 PD Executives.
* Required to do pricing /costing of all tags, hangtags, stickers, labels manufactured by Checkpoint Production unit etc.
* Checking status of daily pending jobs & follow up of jobs with all departments such as Sourcing, Designing, Plate Making, Production (Focus/Offset/Thermal).
* Required to interact for developments/sourcing, send or receive from Checkpoint-Overseas Branches.

**Designation:**  **Customer Support**

**Department:**  Customer Support Executive

**Responsibility for Customer Care Department**

* Contact buyers/Customers over email/ phone and made them aware of our product.
* Coordinate with our UK/HK facility if there is some discrepancy on product/style.
* To provide the detail information to the customer of their product.
* To confirm the delivery status of their orders once these are confirmed.
* To maintain the good business relation with them by providing them on time responses and deliveries.

**Responsibility for Customer Support:**

* Proper supervision on the executive.
* To make a audit on their system to check below point:-

1. Response time to customer.
2. If any order got processed after 4 hour of order confirmation.
3. Customer complaint/dissatisfaction.
4. No duplication of email in the Inbox.
5. To check if CSE are filling the ISO data on daily basis.

**Professional Summary**

**Academic Qualifications**

- Graduate from IGNOU for Bachelor of Arts (Delhi)

- 10+2 Passed From CBSE Board (Delhi)

- 10th Passed From NIOS (Delhi)

# PERSONAL STRENGTHS

* Handling challenging jobs through proper planning and management.
* Keen learner with ability to learn & grasp new knowledge with ease.
* Ability to work in a team coupled with leadership skills.
* Adaptability to the persons and the places.
* Possess excellent communication skills and interpersonal skills.

**Personal Details**

Name in Full : Deepak Joshi

Date of Birth : 23rd July 1984

Passport No. : N0576652

Gender : Male

Civil Status : Married

Nationality : Indian

Interests : Listening to Music, Making Friends and Spend time with family

Sincerely,

Deepak Joshi