

CURRICULUM - VITAE

Deepak Mehta

WZ-3

Dwarka

New Delhi 110078

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Deepak Mehta

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OBJECTIVE

Appointment in established progressive and professionally managed organization which can provide adequate opportunity and environment to draw upon my knowledge experience in man agent field and allow me scope for upward movement.

ACADEMIC OUALIFICATION

❖ Bachelor of Arts from Bikaner University.

EXPERIENCE

❖ Experience of Eleven Months as a Sr. Associate - Customer Support with Biz2Credit (USA) at Noida (Since Nov-19 to Oct -20)

Responsibilities

- Connect to property manager and owner via call and email and verify, if the merchant is in good standing and the information provided is accurate like business property address, lease expiration date, monthly rental, timely payments, any outstanding, terms with the landlord, signor on the lease from the tenant's side.
- Connect to accounts receivable company via call and email and verify, if the merchant is in good standing and the information provided is accurate like accounts receivable company's name, length of the business, products or services provide by merchant, any outstanding balances, date of the last payment, payment term, formal trade agreement status.

- Connect to Franchise via call and email and verify, if the merchant is in good standing and the information provided is accurate like how many locations merchant has, the length of the business, royalty payment status, term of the agreement, signor on the franchise agreement.
- Connect to Jobber via call and email and verify, if the merchant is in good standing and the information provided is accurate like the length of the business, last transaction date, fuel delivery term, any outstanding, fuel type, signor on agreement.
- ❖ Experience of One and a Half Years as a Sr. Associate - Sales & Support (CRM-USA) with Upadpro at Noida (Sept-17 to July-19).

Responsibilities

- Provide helpdesk services to internal and external clients (Level-1).
- Manage and progress client support emails and calls.
- Upselling for new categories and benefits, follow up with clients.
- Document problems and activity and solution for each case.
- Communicate the status of issues to clients and to the CRM team.
- Work through remote desktop applications.
- Identify high priority customer issues and escalate to appropriate team members, including management.
- Work with customers and other team members to investigate, test and develop solutions and workarounds to resolve client issues/requests.
- Update and create users and change permissions within the CRM.
- Create and edit CRM Dashboards.
- Create and edit CRM forms and Workflows.
- Create and edit SharePoint Pages, permissions and Workflows.
- Perform in-depth analysis of CRM user issues to determine causes and solutions.
- Develop personal technical knowledge base on- and off-the-job.
- Gain an understanding of the underlying business, data and processes sufficient to provide expert advice to users in the use of Dynamics CRM.
- Participate in the identification and specification of requested larger changes and enhancements, maintaining a prioritised product backlog.
- Participate in the delivery of changes within an agile development environment in collaboration with business analysts, developers and users.

- ❖ Experience of Two Years as a Customer Support in Info-Fix (Desktop & Laptop-USA) at Delhi (Jan-15 to Aug-17).

Responsibilities

- Work through remote desktop applications (Level-1).
- Research and identify solutions to software and hardware issues.
- Diagnose and troubleshoot technical issues, including account setup and network configuration.
- Ask customers targeted questions to quickly understand the root of the problem.
- Track computer system issues through to resolution, within agreed time limits.
- Talk clients through a series of actions, either via phone or email, until they've solved a technical issue.
- Properly escalate unresolved issues to appropriate internal teams.
- Provide prompt and accurate feedback to customers.
- Refer to internal database or external resources to provide accurate tech solutions.
- Ensure all issues are properly logged.
- Prioritize and manage several open issues at one time.
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting.
- Prepare accurate and timely reports.
- Document technical knowledge in the form of notes and manuals.
- Maintain jovial relationships with clients.

COMPUTER SKILLS

- Basic
- Internet

LANGUAGE KNOWN

- English, Hindi & Punjabi.

SKILL SUMMARY

- Strong in Dealing with People and Communication
- Sincere and Committed to smart work
- Compatible in team environment and also work well independently.

PERSONAL DETAIL

Name : **Deepak Mehta**
Father's Name : Sh. M.L. Mehta
Marital Status : Married
Nationality : Indian
Hobbies :

- Listen Music & Songs
- Internet Surfing

Declaration

I declare that all the information mentioned above is true & best of my Knowledge

Place:- Delhi

Date:-

(Deepak Mehta)