



# P Deepan Kumar

## Sales & Operations Management Professional

Having an professional working experience of +12 years. Advanced communicator and cultivator of key relationships with all levels of personnel, clients, businesses, and executive managers. Possessing vast experience, problem solving abilities, and analytical skills in a growing corporation. Committed to delivering best business practices that support development and enhance operations.

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📍 No 6/100, PattinatharStreet M Gandhi Nagar, Ekkattuthangal Chennai, India

### SKILLS

- Operations Management
- Operational Excellence
- Sales Acumen
- Inventory Management
- Communication Skills
- Technical Assistance
- Query Management
- Interpersonal Skills
- Reporting & Documentation
- Process Improvement & Enhancement
- Complaint Management

### TECHNICAL SKILLS

<b>Operating Systems</b>	Windows, MS-DOS	<b>GUI'S</b>	Visual Basic 6.0, VB Script
<b>Languages</b>	C, C++,Java	<b>Packages</b>	MS-Office, Front Page
<b>Web Language</b>	HTML, Internet Concepts, ASP, XML	<b>Database</b>	Oracle

### WORK EXPERIENCE

#### **Assistant Manager** Hermes I Tickets Pvt Ltd (Wire card)

05/2015 - Present

*Key Deliverables:*

- Handling entire sales and operations. Generating and preparing Sales MIS Reports on daily, monthly, half- yearly and yearly basis for top management.
- Performing administrative tasks of transactions such as recording and filing details. Assisting the HR department. Adhering to the work policies, ethics, and regulations of the firm.
- Working directly with the employees to develop relationships and helping to enhance the sales process. Helping manage all other aspects of the department.
- Handling payment deduction related activities for product purchase and additional products and product activation related activities. Coordinating with multiples teams which includes like IT, Finance and customer care.
- Handling daily sales visits and monitoring DSR Reports for sales. Providing direct support to agents, stockiest and super stockiest through phone and e-mail.
- Overseeing e-mail query management and complaint management along with agents and retailers shop visits and audit. Directing audit for IRCTC verified agents on a monthly basis.



## WORK EXPERIENCE

### Senior Executive

Hexaware Technologies

09/2010 - 05/2015

#### Key Deliverables:

- Handled HR application maintenance system. Conducted troubleshooting related activities for the recruiters globally. Provided online suggestions related to troubleshooting to the recruiters mostly from The U.S.A origin.
- Resolved problems related to Onboarding barring and releases. Provided solutions to MNP related queries and issues. Generated, prepared and circulated MNP and MIS report to top levels.
- Took care of Vodafone Postpaid Welcome Letter process for CHN and ROTN and online grievances management. Handled internal mails and Queries regards to activation of Value Added Services.
- Coordinated with clients and resolved on - boarding issues with candidates and provided L1 & L2 level support for Client Website. Conducted troubleshooting related activities for client on Job application website for candidates.
- Interacted with the clients and understanding their requirements effectively. Guided and suggested changes, requirements, and necessities in the project.
- Assisted the strategic clients, through in-depth knowledge of their environment in order to ensure a smooth implementation of the system, while acting as their escalation resource to drive problem resolution.

### Officer Business Support – On boarding

Aircel Cellular Ltd (Adecco)

07/2006 - 08/2010

#### Key Deliverables:

- Handled matters related to excess bill charges of the customers utilizing postpaid services (Payment Reversal Process).
- Conducted quality checks for internal audits on a monthly basis. Processed quality and testing checks for postpaid plans.
- Coordinated with other departments which included Activations, Risk Team, Sales, Channel and Corporate Backend in order to resolve inter – departmental issues.
- Coordinated with technical team to address technical issues when arises. Conducted auditing of new postpaid application forms and rectified the errors. Reverted to the Audit QRA.



## EDUCATION

### B.Sc. (Computer Science)

A.M Jain College

2003 - 2006

Chennai, Tamil Nadu, India

### Diploma in Computer Application

SRM Radiant

Chennai, Tamil Nadu, India

### Intermediate

G.M . Hr Sec School (State Board)

2002 - 2003

Chennai, Tamil Nadu, India



## PERSONAL INFORMATION

Nationality

Indian

Passport No.

W0993570



## LANGUAGES

English

Full Professional Proficiency

Tamil

Full Professional Proficiency

Telugu

Professional Working Proficiency