





Deepak Negi

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[LinkedIn Profile](#) 

CRM & Operations | Account management | Business manager

Proficient team manager with over 11 years of experience in managing client accounts and ensuring executive-level support. With strategy and team management as key role at the current organization, I've successfully launched crucial tools and supported multiple pilot projects.

Skills

- Microsoft Office Suite (PowerPoint, Excel, Word, Outlook)
- Knowledge of various tools
- Business development and marketing
- Skilled multi-tasker
- Excellent written and verbal communication

Experience

NOVEMBER 2018 – PRESENT

Team Manager, C1 Grade / Capgemini, Gurugram

- Managing a team of 10 junior consultants based out of US for Cisco's Federal customer frontline.
- Responsible for end-to-end team management including recruitment, skill enhancement through trainings and knowledge sessions, rostering and round-the-clock shift management.
- Participated in setting up 3 pilot projects throughout the transition phase.
- Currently handling 2 pilot projects. Responsible for technical training of employees, frontline activities, service desk support, and complete drafting of process document and playbook.
- Managing contact center services for Cisco server router, security appliances, cloud computing, etc. for federal agencies in the US.
- Arranging mentorship sessions for team members and interactive team meets.
- Maintaining records of business development plans and keeping updates of latest product lines.
- Reporting to the Customer Service lead and supporting with regular line activities, preparing risk/impact assessment plans for existing processes to achieve apt SLAs.
- Ensuring full attendance at work and taking self-driven initiatives to achieve maximum retention targets.
- Delivering operations within the agreed budget, with efficient service levels and fully achieved business targets.
- Preparing observations on potential risks and improvement scope in daily operations.

APRIL 2018 – OCTOBER 2018 (**Technical support**)

- Maximized network performance by ensuring regular monitoring and troubleshooting.
- Prepared schedules to ensure timely upgrades.
- Performed investigation for all network fault queries.
- Ensured network equipment is updated with latest firmware releases.

- Prepared and shared network status reports to key stakeholders.

JUNE 2016 – APRIL 2018 (**Incident management & Customer Experience**)

- Responsible for dealing on behalf of the Cisco accounts and sales team as a PSTS Specialist.
- Handled after-sales service support for Cisco customers.
- Supported in reducing key overheads on Accounts team by managing customer relations on behalf of Cisco.
- Handled customer escalations and ensured timely resolution to all reported concerns.
- Captured and analyzed all incidents, taking minimum turnaround time in restoring any service failures.
- Ensured zero SLA violations by enabling multi-level proactive response and appropriate resolution.
- Conducted regular C-SAT surveys to measure service levels and understand overall customer experience.
- Captured all reported incidents and service requests with predefined categories under set priority codes and delivered first-line investigation along with the diagnosis.
- Ensured timely communication with end-customers and accounts team regarding any reported incident's status.
- Ensured proper resolution to customers by resolving incidents in Salesforce tool.

NOVEMBER 2014 – NOVEMBER 2015

Associate - Operations / BT, Gurugram

- Managed billing for the onshore team, including bills' processing, raw data collation and regular report submission activity.
- Prepared and collated raw data for various clients.
- Prepared and reviewed invoices for the client, using client-provided tools.
- Responsible for inventory management and monthly inventory report work using various internal tools.
- Responsible for overall MIS activities for client including weekly, monthly and quarterly dashboard preparation and submission to the management.
- Working and resolving queries (external and internal). Service support, document proof
- Co-ordinating and dealing with various teams ensuring on-time delivery within the defined SLA's with accuracy.

JANUARY 2012 – OCTOBER 2014

Business Manager / G.I.E Jai Laxmi, Senegal

- Maintained records and accounts of the products and related resources.
- Managed a team of over 60 employees.
- Responsible for client management, ensuring end-to-end service support.
- Ensured monthly meetings with clients including regular visits to their offices in different parts of the country.
- Responsible for managing inventory, preparing trend analysis to forecast future supply purchases.
- Handled sales and marketing and creating monthly proposals to increase overall sales.
- Prepared daily, weekly and monthly business reports.
- Prepared inventory management reports for various products.
- Managed client records with proper documentation and related information.

- Ensured warehouse management with necessary logistical support.
- Managed billing and banking transactions for the organization.
- Responsible for dealing with various government authorities. Majorly dealt with tax, labor and publicity departments for the organization.

Education

2010

B. Sc. (Hospitality & Hotel Administration) / IHM, Dehradun

2008

Industrial Training / Trident, Gurugram

Trained in the hospitality sector over a duration of 20 weeks. Gained expertise in F&B operations, front office functions, and overall service management.

Activities

- With a keen interest in sports, I have played football at regional level.
- Road trips and challenging treks are my idea of meditation.