|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Utilize over a decade of experience in Air Exports Operations to excel in an Operations Executive role within a dynamic organization, contributing to the company's growth and success.****CONTACT DETAILS**

|  |  |
| --- | --- |
|  | deepchand.0511@gmail.com  |
|  | +91-8595680148  |

**CORE COMPETENCIES**

|  |  |
| --- | --- |
|   | Supply Chain Management |
|   | Logistics Operations |
|   | International Trade |
|   | Customer Relationship Management |
|   | Process Improvement |
|   | Quality Assurance |
|   | Vendor Management |
|   | Regulatory Compliance |
|   | Inventory Control |
|   | Shipment Processing |
|   | Claims Management |

**EDUCATION**

|  |  |
| --- | --- |
| **2016** | Graduated from Delhi University |

**TECHNICAL SKILLS*** Microsoft Office- Word & Excel

**SOFT SKILLS**

|  |  |
| --- | --- |
|   | Analytical Approach |
|   | Time Management |
|   | Leadership |
|   | Innovative |
|   | Critical Thinker |
|   | Problem Solver |

**PERSONAL DETAILS**

|  |  |
| --- | --- |
| **Address** | : Delhi, NCR |
| **DOB** | : 5th Nov’1991 |
| **Languages Known** | : Hindi & English |

 | **DEEPCHAND KUMAR****OPERATION MANAGER****PROFILE SUMMARY*** Currently spearheading the management of all operations staff at Sunpriya Collections, ensuring adherence to customer Standard Operating Procedures (SOPs) to meet specific requirements and ensure compliance, thereby contributing to the highest level of service delivery.
* Implemented process improvements at current work place, resulting in a significant increase in operational efficiency, optimizing resource utilization and enhancing overall productivity
* Demonstrated expertise in Air Exports Operations within the logistics industry, effectively managing complete client requirements for international logistics solutions.
* Proficient in leading and managing cross-functional teams, ensuring smooth shipments and fostering a collaborative environment, resulting in efficient end-to-end client requirements management.
* Skilled in complying with the established procedures for managing damaged cargo, as outlined by the company or industry regulations.

**WORK EXPERIENCE****Sunpriya Collections| New Delhi| December 2019 – Present | Operations Manager****Responsibilities:*** Supervising operations and back-office functions as the Operations Manager, ensuring timely processing of house and master shipments.
* Spearheading the management of all operations staff, fostering a collaborative team environment to ensure shipments from booking to delivery.
* Adhering to customer Standard Operating Procedures (SOPs) to meet specific requirements and ensure compliance, ensuring the highest level of service delivery.
* Proactively submitting claims for any damaged cargo during transportation, ensuring prompt resolution and customer satisfaction.
* Collaborating with relevant teams to ensure the seamless management of shipments, from booking to delivery, ensuring the highest level of service delivery.

**Achievements:*** Implemented process improvements resulting in an increase in operational efficiency.
* Implemented a new customer feedback system, increasing in customer satisfaction, displaying a proactive approach to enhancing client experience and fostering long-term relationships.
* Introduced and managed the implementation of a new inventory control system, resulting in the reduction in inventory discrepancies, improving accuracy and efficiency in operations at Sunpriya Collections.

**Nexus Express| New Delhi| April 2014 – November 2019| Operations Head****Responsibilities:*** Effectively communicated essential shipment information to customers, ensuring transparency and managing expectations throughout the shipment process.
* Ensured efficient processing of house and master shipments within required timeframes, maintaining the highest standards of accuracy and compliance.
* Documented and reported all necessary information related to damaged cargo to support the claims process, ensuring swift resolution and customer satisfaction.
* Followed established procedures for managing damaged cargo, ensuring compliance with company and industry regulations.

**Achievements:*** Streamlined operations, resulting in the reduction in processing time.
* Orchestrated the successful implementation of a new quality assurance program, resulting in thedecrease in shipment errors, ensuring the highest standards of accuracy and compliance in operations at Nexus Express.

**Fedex (Jeena & Company) | New Delhi| February 2012 – March 2014| Air Exports Executive****Responsibilities:*** Timely communicated shipment alerts to customers, providing regular updates on the status and progress of their shipments.
* Ensured customers were informed of any delays or issues with their shipments, maintaining transparency and managing expectations effectively.
* Processed house and master shipments accurately within the required timeframes, ensuring the highest level of service delivery.
* Documented and reported all necessary information related to damaged cargo to support the claims process, ensuring swift resolution and customer satisfaction.

**Achievement:*** Implemented a customer communication strategy leading to increase in customer satisfaction.
 |
|  |  |