



DEEPAK DAYAMA

@ deepakdayama21@gmail.com
8780032046
A-27, Ashirwad Society, Nandewar
Chokdi Dahej Bypass Road, Bharu
ch 392001

- Skills**
- Front Desk Operations, Customer Relations.
 - Lead Management & Sales closure.
 - Microsoft Dynamics CRM & Touch Typing (40 wpm), Email replies.
 - Leadership, Communcation & Negotiation Skills
 - Microsoft Excel (Intermediate Level Certification)
 - Problem Solving & Decisiveness.
 - Analytical & Presentation Skills

- Interests**
- Learning & Upgrading skillset.
 - Yoga, Fitness.
 - Musical instruments

- Language**
- English
 - Hindi
 - Marathi

Objective

To emphasize on learning, upgrading skillset and utilize it in process improvement/ development of organisation I work for.

- Experience**
- VFS GLOBAL PVT LTD** 24/05/2023 -
Customer Care Executive
Non-voice process - Email replies using Microsoft Dynamics CRM. Report to the Deputy Manager of Non-voice operations of U.S.A. Embassy's GSS operations.
23/03/2024
Answering, handling, resolving the queries of customer, providing accurate information. Adherence to the process developed by Organisation.
Assistance in certain U.S Visa application processes (Modification, alternate solutions) to applicants who intend to apply for U.S. visa on Portal Service hosted by www.usvisascheduling.com (Powered by Microsoft).
 - V5 Global Services Pvt Ltd.** 27/03/2024 -
Brand Promoter - In-store Salesman
In store salesman for Renowned Laptop/ Computer Brand. 21/11/2024
Closing deals, Create Customer Base, Developing Strong Relationship with customers for repeated sales. Managing Leads, Telecalling, Closing on calls. Store Hygiene and Maintenance.

- Education**
- Maharashtra State Board of Secondary and Higher Secondary Education**
Secondary School Certificate 2010
81%
 - Rajasthan Board of Secondary Education** 2012
Senior Secondary Certificate
58%