








# DEEPAK KUMAR

## CONTACT

-  098353 7777
-  deepak.king777@gmail.com
-  Bokaro steel city , Jharkhand  
827013
-  05/02/1985
-  Indian

## SKILLS

- Compliance understanding
- Interpersonal skills
- Succession planning
- Product knowledge
- Effective communication
- Time management
- Conflict resolution
- Marketing knowledge
- Corporate social responsibility
- Organizational skills
- Problem-solving abilities
- Creative thinking

## PROFESSIONAL SUMMARY

Highly organized Assistant Manager skilled in leading teams, managing daily operations and boosting customer satisfaction. Achieved success in increasing sales and profits, resolving customer complaints, and overseeing staff. Committed to providing exceptional customer service and operational compliance.

## EXPERIENCE

February 2020 - September 2021

### Assistant Manager

Tata motors finance ltd, Patna, Bihar

- Participated in monthly meetings to review progress on goals set by management team.
- Provided training and guidance to staff on best practices in collections processes.
- Supervised a team of six collectors to ensure timely resolution of delinquent accounts.
- Monitored daily performance metrics such as number of calls made, payment arrangements.
- Negotiated repayment plans with customers based on their individual financial circumstances.
- Reviewed delinquent accounts to determine appropriate action plans for recovery efforts.
- Built relationships with customers through effective communication and negotiation techniques.

January 2003 - January 2010

### District Coordinator

Citizens foundation NGO, Bokaro steel city , Jharkhand

- Communicated regularly with central office personnel regarding updates on various projects within the district.
- Compiled data from various sources to identify areas of improvement within the district.
- Developed and managed a database of district-wide stakeholders, tracking relationships and contact information.
- Collaborated with other districts to share resources and develop new programs and services.
- Worked with supervisors or project managers to develop schedules, monitor deadlines and coordinate resources.
- Handled administrative tasks for team members, helping projects run smoothly.

January 2015 - Present

### Lawyer

Patna high court , Patna , Bihar

## EDUCATION

July 2010

**Bachelor of Arts (B.A.) in English Hons**