



Deepak Gaba

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Objective

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills in Customer Service field. I have good knowledge of Customer Handling in my all jobs my key role is interaction with customers.

Experience

- **Transguard Group LLC.** April-2023 - Current
Security Officer
 - Responsible for safeguarding the premises, assets, and property of the organization, ensuring they are not damaged or stolen. This may involve conducting security patrols, monitoring surveillance systems, and responding to alarms.
 - Responsible for enforcing the organization's security policies and procedures. This may include checking identification, verifying credentials, and ensuring that all individuals on the premises comply with security protocols.
 - As a security officer, you may also be the first point of contact for employees, visitors, and customers. It is important to provide friendly and helpful customer service while maintaining a professional demeanor.
 - You are responsible for staying up-to-date with the latest security procedures, techniques, and technologies. This may involve attending training sessions, workshops, and seminars to enhance your skills and knowledge in the field security.
- **Hindustan Unilever** July-2020 - March-2023
Salesperson
 - Handle cash, credit, and electronic payments.
 - Directing and motivating the sales team to achieve targets.
 - Provide excellent customer service and address inquiries or concerns along with that Follow company policies and procedures for returns and exchanges.
 - Ensure pricing accuracy and scan items correctly.
 - Preparing weekly and monthly reports on sales activities, including sales volume, potential opportunities, and market trends. Analyzing sales data to identify areas of improvement and develop strategies for increased sales performance.
 - Provided helpful, attentive sales support to generate positive customer feedback.
- **Sushil Enterprises** July-2018 - May-2019
Office Executive
 - Responsible for accepting incoming packages and verifying their contents. You will also ensure that packages are properly labeled, tracked, and dispatched to the correct destinations.
 - Coordinating with logistics personnel to ensure timely pickup and delivery of packages. This involves maintaining a smooth flow of packages in and out of the office, organizing routes, and optimizing delivery schedules.
 - Follow established procedures for handling, storing, and transporting goods. In addition, Organize and maintain inventory within the store.
 - Working closely with drivers and delivery personnel to ensure efficient and accurate delivery of packages. Providing them with necessary instructions, necessary documentation, and addressing any issues or challenges that may arise.
 - Assisting with billing and invoicing processes, including generating invoices, preparing delivery manifests, and maintaining financial records related to package deliveries and charges.

Education

- **Punjabi University, Patiala, India** 2018
B.sc. Biotechnology
70%

- Government Senior Sector School, Nabha, India
- +2
75%

2015

Skills

- Customer Handling
- Cash handling
- Confidence and Resilience
- Time management
- Inventory control procedures
- Active listening
- Relationship building
- Confidence and Resilience
- Goal oriented
- Product knowledge
- Customer Satisfaction
- Stock Management
- Fast Learner

Interests

- Travelling
- Books
- Always open for suggestion
- Music
- Interaction with people

Languages

- Hindi
- English
- Punjabi

Personal Details

- Date of Birth : 14/12/1997
- Marital Status : Single
- Nationality : Indian
- Gender : Male

Additional Information

I did work in various different fields. Now I have a good knowledge related to industries. I am looking job in Customer Service Field in which I can utilize my knowledge and experience to grow your company. I can join immediately.