CURRICULUM VITAE

**PERSONAL DETAILS**

**Name** : Deepak Barua

**Date of Birth** : 8 April 1991

**Father’s Name**  : Ashok Kumar Barua

**Address**  : G-71, Vishwas Park, Uttam Nagar

New Delhi - 110059

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**E-mail**  : Deepakbarua8491@gmail.com

**EDUCATIONAL QUALIFICATION**

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| **Examination** | **School/College** | **University/Board** | **Year** |
| AISSE (10th) | St Martin’s Diocesan School | C.B.S.E | 2006 |
| AISSCE (12th) | Army Public School | C.B.S.E | 2008 |
| BA(H) German | Department of Germanic and Romance Studies | University of Delhi | 2012 |

**PROFESSIONAL EXPERIENCE**

October 2012 – June 2014 **IBM Global Process Services**

* **Practitioner**
* Handle the day-to-day volumes of the assigned tasks and ensure the given SLAs are met per quality standards.
* Understand and correctly use Amazon’s Retail Systems Platform (RSP) to support vendors and buyers in enhancing the retail selection on Amazon’s online catalog.
* Maintain records of day-to-day work by updating trackers to reflect work done.
* If there is a possible default on SLAs or quality, flag the escalation in time to the manager or lead.
* Interacting and coordinating with vendors/buyers to accurately reflect the Amazon catalog for price, product details and other product-related information.

Jun 2014 – Feb 2015 **Deutsche Bank Operations of India**

* **Operations Analyst**
* Responsible for ensuring timely, complete and accurate processing of transactions (including performing all relevant controls) within own area of responsibility.
* Applies all internal and external policies/guidelines and requirements of the regulators and to agreed SLAs, KRIs and/or KPIs and quality measures.
* Provides inputs, as appropriate, to product/function development to ensure a superior offering in the face of changing client needs and market trends.
* Ensures the escalation of operational, regulatory and other risks to the line manager and functional leads as appropriate, contributes to the development and implementation of mitigation or control solutions.
* Uses knowledge and experience from own area of responsibility to inform the design and implementation of strategies to eliminate waste and improve efficiency and performance of existing processes and reports.
* Works effectively within own team, providing support and guidance to colleagues to create and foster an environment of continuous improvement.

Feb 2015 – Present **Windmöller & Hölscher India Pvt. Ltd.**

* **Spare Part Executive**
* To work closely with service engineers and sales staff to identify requirements for the spare parts and services, to be delivered to clients.
* To coordinate and communicate with different departments in Germany headquarters to ensure minimum lead time for any transaction.
* To identify the cost, quality, lead-time, warranty, payment terms and trade-offs for spare parts and services.
* To follow up and keep track of all queries generated by clients.
* To perform all necessary admin and commercial transactions including creation and management of all import/export orders.
* To implement systems and controls to manage spare parts and services into the site including customer information, product and service evaluation and continuous improvement
* To generate different quote’s for customer’s & counter parts.
* To provide detailed reports on revenue and importing initiatives

**STRENGTH**

* Demonstrated problem solving, analytical reasoning, and decision-making skills.
* Strong multi-tasking and organizational abilities.
* Sense of urgency necessary to meet goals, objectives, and deadlines.
* Excellent interpersonal, verbal, and written communications skills.
* Demonstrated leadership abilities, accountability, and initiative.
* Proficiency in Microsoft Office (PowerPoint, Excel, Word).
* Flexible, hard working and willing to learn attitude.

**ACHIEVEMENTS**

* Certificate of appreciation in the Annual award ceremony “Shabaash”.

**LANGUAGES KNOWN**

* Hindi - Read, Write, Speak
* English - Read, Write, Speak
* German - Read, Write, Speak
* Italian – Beginner Level

**I certify that the information supplied above is correct to the best of my knowledge.**

**Place: New Delhi (DEEPAK BARUA)**