

Nikesh Pratap Deo

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PROFESSIONAL SUMMARY

Results-oriented Management professional with over 5 years of experience in operations, financial services, and administrative leadership. Proven track record at Mahindra Finance in driving strategic customer engagement and spearheading process improvements. Seeking to leverage expertise in stakeholder management, operational excellence, and CRM systems to excel as a Branch Manager within the Indian Automotive sector.

EXPERIENCE

Executive

2021 - 2024

Mahindra Finance

Spearheaded strategic initiatives to optimize customer engagement and service delivery standards. Collaborated with cross-functional departments to implement process improvements that streamlined operational workflows and enhanced service quality.

- Led cross-functional team coordination to identify and resolve operational bottlenecks
- Managed a diverse portfolio of client relationships, ensuring high retention through proactive communication
- Developed and executed strategic engagement plans to improve overall customer satisfaction scores

Computer Operator

2019 - 2021

CV Raman University

Executed comprehensive data management and administrative operations for a large-scale educational institution. Established rigorous verification protocols to ensure 100% data integrity across institutional records.

- Streamlined data entry processes to improve information retrieval speed and accuracy
- Maintained high-volume record databases with zero margin for error
- Optimized administrative workflows through advanced use of MS Office and computer operations

EDUCATION

Post Graduate Diploma in Yog Science — Pt. Sundarlal Sharma University

2018

Master of Commerce in Commerce — K R Technical College

2017

Bachelor of Library Science in Library Science — Mats University

2014

SKILLS

Operations Management • Financial Documentation • Data Analysis & Reporting • Advanced MS Office • Inventory & File Management • Digital Literacy • Strategic Leadership • Stakeholder Management • Team Collaboration • Problem Solving • Effective Communication • Time Management • CRM Software • Koha (Library Management System) • Dealer Management System (DMS) - Familiarity • Tally/ERP Basics