

# MANDEEP KUMAR

📍 Doha, Qatar

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## 👤 Summary

Versatile and results-oriented freelancer with extensive experience in marketing, customer service, production, and logistics. Proven ability to drive sales, enhance brand visibility, and deliver exceptional customer support. Adept at managing projects, coordinating teams, and adapting to diverse client needs. Seeking freelance opportunities to leverage expertise and deliver impactful solutions.

## 🎓 Education

**UNIVERSITY OF WALES LAMPETER**  
**PGDM (INFORMATION MANAGEMENT)**  
London

2009

**Mumbai University**  
**B.com (Commerce)**  
Mumbai

2006

**IITC**  
**Diploma in international airlines and travel and tourism management**

2005

**IITC**  
**Diploma in Cargo management**

2005

**RHYME IN**  
**Diploma in Film Editing (Final Cut pro)**

2010

## 🧰 Experience

**Desi Crew** , Freelancer

- Transcribed regional language audio using subtitle editing software, ensuring accuracy and timely delivery.
- Provided transcription services for True Text solutions, meeting client specifications and quality standards.

**CAR DEKHO** , Marketing Coordinator

Mar 2022 - Dec 2023

- Streamlined car transactions, improving efficiency and customer satisfaction.
- Spearheaded a digital marketing campaign that increased online conversions by 38% within the first quarter through targeted social media advertising and email marketing.
- Boosted brand visibility by 60% and escalated social media engagement rates by 45% through strategic influencer partnerships.
- Coordinated seasonal Amazon ad campaigns for Diwali sales event, consistently increasing true value car sales by 40%.
- Consistently delivered excellent customer service through direct salesmanship and prompt, courteous interactions.
- Managed end-to-end delivery processes, including warranty issuance, loan processing, and insurance acquisition.
- Maintained high Net Promoter Score (NPS) by ensuring customer satisfaction.
- Nurtured customer journeys from booking to delivery, fostering long-term relationships.

**Europe assistance** , Customer service executive

Aug 2020 - 2022

- Resolved customer queries, complaints, and problems via phone and email, adhering to agreed service standards and EUROP ASSISTANCE policies.
- Coordinated with relevant departments to facilitate the resolution of customer cases, ensuring timely and effective solutions.

- Registered cases in the system within Activation SLA and coordinated with ASPs to ensure service delivery within stipulated SLAs for Road Side Assistance.
- Consistently ensured customer satisfaction and provided professional customer support.

#### **Kross Kut Film Post production** , Executive producer

Jan 2017 - Dec 2019

- Oversaw the work of producers on behalf of the studio, financiers, or distributors, ensuring alignment with project goals.
- Ensured films were completed on time, within budget, and to agreed artistic and technical standards, demonstrating strong project management skills.
- Managed budget during production, ensuring cost-effectiveness and financial accountability.
- Developed shooting schedules and determined filming locations, optimizing resource allocation and logistical efficiency.
- Managed financial accounting and legal issues, including copyrights and royalties.
- Successfully financed and marketed projects, contributing to their overall success.

#### **Raama film studio** , Production Head

Jan 2012 - Dec 2016

- Pitched post-production services (photo retouching & enhancement, DI grading, editing) to potential clients, securing new business opportunities.
- Quoted budgets for post-production facilities, negotiating effectively with directors, producers, and production houses.
- Prepared final proforma invoices, ensuring accurate and timely billing.
- Developed business and expanded network by meeting with managers, producers, directors, EP/LP, and film editors.
- Collected payments from production houses, proactively following up on outstanding dues to ensure timely recovery.
- Maintained and updated client database in Excel, facilitating periodic calls to generate prospective post-production work.

#### **Meade Investments** , TELE SALES EXECUTIVE

Jan 2008 - Aug 2009

London

- Sanctioned or granted pay day loans to US customers via phone, adhering to compliance standards.
- Resolved queries from existing loan customers, providing excellent customer service.
- Generated a pipeline of appropriately sized opportunities in comparison to sales targets, consistently exceeding expectations.
- Provided regular and accurate sales forecasts to management, enabling informed decision-making.
- Identified and developed new business through networking and follow-up calls, expanding the customer base.
- Collaborated effectively with coworkers, fostering a positive and productive work environment.

#### **GRSC INFOTECH, VINMAR INT** , Logistic assistant

Apr 2006 - Aug 2007

Mumbai

- Coordinated with warehouses, producers, and agencies (customs clearing agents, shipping lines, inspection agencies) worldwide, ensuring seamless logistics operations.
- Obtained sales contracts & Letters of Credit and updated the system, maintaining accurate records.
- Obtained Bills of Lading (B/Ls) and other shipping documents from suppliers, lines, and forwarders, ensuring compliance with international trade regulations.
- Updated SAP and controlled various customer services teams, improving operational efficiency.
- Interacted with internal departments and overseas offices of Vinmar, facilitating effective communication and collaboration.