

# DEEPAK VISHNOI

## OPERATIONS HEAD

### CONTACT

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Jodhpur

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### EDUCATION

2024

VMO UNIVERSITY

- B.A in Public Administration

2011

CBSE

- Senior Secondary (PCM)
- 1<sup>st</sup> Division

### SKILLS

- Project Management
- Cross functional management
- Teamwork
- Google Ads
- PPC Campaign
- Facebook Ads Manager(Meta)
- IVR Marketing
- Email Marketing
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

### PROFILE

Experienced operations manager and business developer with 10+ years' experience in entrepreneurship, travel coordination, hospitality, and IT services. Successful track record of scaling businesses, managing cross-functional teams, and client relationship management. Highly skilled in business development, employee training, payroll management, and performance improvement. Looking for a management or operations leadership position in Jaipur to provide quantifiable growth and efficiency.

### WORK EXPERIENCE

#### TravelwithSky | Delhi & Rajasthan

2024- PRESENT

##### Sales & Operations Head

- Coordinating travel operations across Himachal, Uttarakhand, and Rajasthan.
- Built strong vendor networks with hotels, homestays, and transport providers for cost-effective operations.
- Currently serving as Operations Head at Travelwithsky, overseeing logistics and service delivery.

#### Stock Market Domain | Jodhpur

2022-2025

##### Technical Research Analyst

- Gained expertise in technical analysis, equity trading, derivatives, and options.
- Developed custom trading indicators for market entry/exit signals.
- Consistently managed risks and optimized returns through disciplined strategies.

#### Pink Turban Restaurant Pvt. Ltd. | Jaipur, Rajasthan

2018-2022

##### Manager

- Established and scaled restaurant operations, managing a team of 20+ employees across kitchen, service, and operations.
- Recruited staff through multiple channels including offline networks, job portals, and social media platforms, ensuring the right talent fit for diverse roles.
- Partnered with corporate clients for catering orders, increasing revenue streams.
- Designed and implemented marketing campaigns to increase brand visibility and customer engagement.
- Successfully relaunched "Pink Turban" as "Kitchenation" after the first COVID-19 lockdown, turning a business setback into an opportunity for brand repositioning and growth.
- Ensured staff welfare during COVID-19 by maintaining partial/full salaries despite lockdown.

# WORK EXPERIENCE

## STRENGTHS

### Strategic Vision

- Ability to see the big picture and develop long-term strategies that align with business goals. Public Relations

### Continuous Learning

- Committed to ongoing professional development and learning, always seeking to improve skills and knowledge

### Leadership

- Proven track record of leading teams to success, fostering collaboration, and motivating team members to achieve their best.

### WTS365 Pvt. Ltd. | Jodhpur, Rajasthan

2014- 2019

Sr. BDM/ Manager

- Established one of the top three BPOs in Jodhpur, expanding from 3 to 15+ employees.
- Introduced performance-driven culture (Salary + Incentives + Rewards), improving employee retention.
- Managed high-risk international payment gateways and resolved chargeback issues.
- Planned and executed Google PPC ad campaigns, optimized ad performance, and implemented non-paid marketing strategies too.
- Launched inbound and outbound tech support processes, diversifying service offerings.
- Technical knowledge of Goautodial software, VoIP systems, and lead generation techniques.
- Conducted sales optimization experiments by analyzing lead strategies, customer approaches, and geolocation targeting, increasing conversion rates exponentially.

### H & B IT Solution Pvt. Ltd. | Jodhpur, Rajasthan

2013-2014

Floor Manager / Team Leader / Sr. Customer Care Executive / CCE

- Advanced through multiple roles (CCE → Sr. CCE → Team Leader → Floor Manager) within 1.5 year, reflecting strong performance and leadership potential.
- Managed teams of up to 11 agents, supervising operations, conducting quality checks, and mentoring new hires to improve performance.
- Introduced employee engagement initiatives and motivated staff to achieve targets, resulting in highest incentive earnings for consecutive months.
- Introduced company leadership to virtual business models and remote registration practices, influencing future scalability strategies.

### Sidhu Survey Services | Jodhpur & Gandhinagar

2012-2013

Project Assistant Level-II / AutoCAD Operator

- Began as an AutoCAD Operator, processing DGPS survey data and preparing accurate mapping outputs.
- Promoted to Project Assistant Level-II, leading survey assignments under the Sarva Shiksha Abhiyan project in Gujarat.
- Coordinated with field teams and government representatives to ensure timely completion of surveys.
- Gained expertise in CAD-based mapping, data handling, and project execution.

## LANGUAGES

- English (Fluent)
- Hindi(Fluent)
- Punjabi(Basics)

## REFERENCE

### Kasim Saiyyed

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### Karandeep Singh

Pink Turban Co-founder

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