

# Ashnah John Bhatt

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## EXPERIENCE

### **Operations Support**, Ingram Micro. (Jan 2025 – Present)

- Use Microsoft Excel to track inventory movements, reconcile counts, maintain reports, and support operational decision-making.
- Use GRS and AMIN systems to track product status, condition, and workflow progress, supporting smooth operational processing.
- Maintain accurate stock counts and inventory records by updating product data across internal systems, ensuring consistency and audit readiness.

### **Student Support Ambassador**, University of East Anglia (UEA) (Sept 2023 – Sep 2024)

- Used Gecko application tracking systems to log, track, and monitor student enquiries and application progress, ensuring accurate records and timely follow-ups.
- Clearly communicated why UEA as a study destination, highlighting course quality, campus culture, student support services, and postgraduate community benefits.
- Represented the university at external events and media engagements, contributing to institutional visibility while maintaining professional and compliant communication standards.

### **Channel Sales Manager**, Lodha Macrotech Developers (Apr 2022 – Aug 2023)

- Oversaw CRM systems (Salesforce) to track client interactions, leads, documentation, and follow-ups, ensuring data accuracy and audit readiness.
- Coordinated with multiple internal departments to resolve client issues efficiently, demonstrating strong cross-functional administrative skills.
- Built strong relationships with clients and partners, ensuring consistent communication and high service standards.

### **Sales Executive / Client Support**, TREC – The Real Estate Company Ltd (Aug 2021 – Mar 2022)

- Managed client records, documentation, and follow-up schedules, maintaining organised and up-to-date files.
- Supported customers throughout the enquiry and decision-making process, ensuring clear communication and timely responses.
- Assisted with data collection and reporting to improve service delivery and customer satisfaction.

## EDUCATION

### **MSc Marketing and Management (Merit)** Sep 2023 – Sep 2024

University of East Anglia – Norwich, UK

### **B.A. Management Studies (Marketing Major)** (CGPA: 9.12 / 10cgp) Jun 2019 – May 2022

Wilson College, Mumbai, India

## SKILLS

- Attention to Detail
- Time Management & Prioritisation
- Admissions & Application Support
- Student Onboarding & Engagement
- Confidential Data Handling