

CHARMAIN KROMAH PATEL

Cary, NC, 27511

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QUALIFICATIONS SUMMARY

Analytical and customer-focused individual with strong educational background and demonstrated ability to coordinate a range of data analysis and customer support operations in compliance with established policies.

- ▶ **Data Analyst:** Capable of collecting, analyzing, and interpreting data and prepare necessary reports to inform strategic business planning and support process-oriented decisions. Knowledge of some programming languages and an organized and methodical approach to work. Install and use the tidyverse package in R, run scripts in RStudio, create data visualizations in RStudio.
- ▶ **Customer Service and Satisfaction:** Extensive experience in identifying and resolving a broad range of customer-facing issues and answering client inquiries to achieve customer satisfaction and retention. Adept at displaying a positive and empathic attitude towards clients to enhance experience.
- ▶ **Communication and Collaboration:** Equipped with exceptional communication, collaboration, multitasking, decision-making, and interpersonal skills with ability to nurture value-adding and enduring relationships across all levels. Expert in designing effective workflow strategies to achieve and exceed predefined performance targets and goals.
- ▶ **Key Strengths:** Proven aptitude to work with-in a fast-paced and highly pressurized environment effectively to attain desired results. Enthusiastic team leader, skilled in setting clear team goals, preparing schedules, assigning tasks to subordinates, and monitoring team performance.

EDUCATIONAL BACKGROUND

MBA Business Intelligence, 2017 | Capella University | Minneapolis MN

BS Business Management | Cuttington University | Liberia West Africa

Google Data Analytics Professional Certificate, 2021 | Google USA

PROFESSIONAL EXPERIENCE

KELLOGG COMPANY/ KELLY SERVICES, CARY, NC

COVID-19 Temperature Screener, (2021 to Present)

Track Kellogg company manufacturing site for proper COVID-19 safe working practices. Monitor the temperature of all workers and visitors on-site to ensure compliance with all Covid-19 safety protocols.

Selected Contribution:

- Reduced the chances of the virus while guaranteeing the usage of personal protective equipment (PPE) in alignment with COVID-19 standard and practice.

THE SMELL GOOD CAFÉ, DURHAM NC

Small Business Director / Operations Manager, (2007 to 2020)

Optimized customer loyalty and contentment rate up to 99% by providing remarkable services. Spearheaded retail operation and customer service activities in Bath and Beauty store to elevate revenue. Enhanced workforce capacity by rendering outstanding employee management services, such as developing, training, and mentoring new retail store employees. Delivered strong organizational leadership and led all aspects of sales strategies, including marketing, strategic planning, business development, account management, and customer service to achieve predefined goals. Accomplished sales targets by guiding staff members to handle difficult and complex sales. Attained customer's trust by enforcing strict techniques to maintain consumer privacy and security. Acquired talented staff by interviewing, selecting, recruiting, training, and compensating employees. Created and administered performance goals, scheduling, timecards, and performance evaluation

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to ensure timely and precise execution of all tasks. Sustained average employee retention within four years by providing job satisfaction.

Selected Contributions:

- Analyzed operational records and prepared reports for project sales to ascertain profitability.
- Maximized business volume from a mall kiosk to a 1500 Sq. Ft storefront within three years.
- Encouraged and assisting employees with hiring good job fit based on strengths and personality types.
- Utilized G Suite by Google Cloud to maintain the balance of currency, coin, and credit receipts in cash drawers at ends of shifts and calculate daily transactions.
- Guaranteed the safety of cash and credit card collections by coordinating weekly assessments of daily cash reconciliation.
- Enhanced cost-efficiency by efficiently assigning resources to reduce expenditures. Analyzed quarterly P/L Statements by liaising with an accountant to identify profitability, budgeting, market testing, strategic planning, and business development activities.

R.A. JEFFREYS, RALEIGH NC

Graphic Designer / POS Support Specialist, (2018 to 2019)

Developed and printed customized signage for all brands under the Anheuser-Busch umbrella, including Budweiser, Bud Light, Michelob, Busch, and other craft breweries, including banners, posters, table tents, and stickers for convenience stores, bars, restaurants, and events such as NASCAR, Super Bowl, NBA, March Madness throughout North Carolina.

Selected Contribution:

- Arranged, created, and distributed monthly Point-of-Sale signage to all convenience stores such as Speedway, Circle K, Han-Dee Hugo's affiliated with R. A. Jeffreys Distributing Company.

NC DEPARTMENT OF PUBLIC SERVICE/ PRIVATE PROTECTIVE SERVICES BOARD, RALEIGH NC

Processing Assistant IV, (2014 to 2016)

Performed detailed analysis of all applications submitted for licensing to ensure compliance of operations with standards and submit all required and associated forms and documents. Gathered data on lapsed insurance policies to ascertain the approval of new and renewal license applications. Maintained cash balance by processing fees and maintained records for all licensees and companies in the PPS database. Helped department in designing Excel documents as required, such as excel mileage calculation expenses forms.

Selected Contributions:

- Oversaw the liability of proceeding applications for fourteen separate licenses, such as Private Investigator Security Guard and Patrol, and Armored Car Profession.
- Identified the qualification and credibility of individual for acquiring a licensee in North Carolina through technical expertise and analytical skills.
- Established and arranged application packets and mail to license applicants throughout the state of North Carolina for smooth communication.

MEMBERSHIP

Delta Mu Delta Chapter: Xi Delta, 2017

TECHNICAL EXPERTISE

R programming, SQL, Data Visualization, Microsoft office Suite (PowerPoint, Excel, Outlook, Word, Publisher, Microsoft Office 365), Gmail Admin, Docs, Drive, Sheets, G-Suite for Business, WordPress/WIX/Big Commence, CorelDRAW