

MRIDUL MEHTA

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OBJECTIVE

Results-oriented Operations Manager with supply chain management, sales strategy, and customer relationship management expertise. Proven track record in driving revenue growth and optimising retail operations. Seeking new opportunities to leverage my skills and contribute to a dynamic organization's success.

EDUCATION

Northeastern University

Master of Informatics in Cloud Computing
GPA – 3.89/4.00

Toronto, Canada

January 2024 – Present

SKILLS

- | | |
|------------------------------------|--------------------------------------|
| • Supply Chain Management | • Inventory Management |
| • Marketing Campaign Strategy | • Market Research and Analysis |
| • Negotiation Skills | • Retail Store Operations Management |
| • Sales Strategy Development | • Promotional Strategy Development |
| • Customer Relationship Management | • Financial Management and Analysis |

WORK EXPERIENCE

Mehta Enterprises

Operations Manager

Ratlam, India

April 2018 – February 2022

Wholesale Operations:

Supply Chain Management:

- Established and maintained strong relationships with suppliers to ensure a steady flow of high-quality FMCG goods.
- Negotiated favourable terms and pricing with suppliers to maximize profit margins.
- Provided personalized support to wholesale customers, helping them find the products they needed and offering recommendations.

Revenue Growth:

- Identified and targeted key wholesale markets, successfully securing contracts with several large hotels and hospitals.
- Developed tailored product packages and pricing strategies to meet the specific needs of wholesale clients.
- Implemented effective sales strategies that led to a significant increase in revenue from wholesale operations.

Customer Relationship Management:

- Built and maintained long-term relationships with wholesale customers through exceptional service and consistent product quality.
- Addressed customer inquiries and issues promptly, ensuring high levels of customer satisfaction and retention.
- Conducted regular market research to stay updated on industry trends and customer preferences.

Retail Operations:

Store Management:

- Managed day-to-day operations of the retail store, ensuring a clean, organized, and welcoming environment for customers.
- Trained and supervised retail staff, providing guidance and support to ensure high standards of customer service.
- Implemented effective inventory management practices to minimize stockouts and overstock situations.

Marketing and Promotions:

- Designed and executed marketing campaigns to drive foot traffic and boost sales, utilizing both traditional and digital marketing channels.
- Developed promotional strategies, including discounts, special offers, and loyalty programs, to attract and retain customers.
- Leveraged social media platforms to enhance brand visibility and engage with the local community.