

Haris Patel

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EDUCATION

The University of Kansas – Dean's List

Psychology B.S. with Business Minor

Co-President South Asian Student Association

Lawrence, KS

Spring 2019

WORK EXPERIENCE

Nordstrom

Server

Overland Park, KS

May 2018-Present

- Deliver friendly and efficient service to ensure a pleasant dining experience
- Consistently reach top guest service score ratings and maintain rank
- Develop monthly financial sales reports to present to manager
- Evaluate Daily Sales Reports and report numbers to general manager
- Work with teams to adapt in highly dynamic & adaptive situations with excellent problem-solving skills

Online Reputation Management

Owner

Kansas City, MO

August 2012-Present

- Monitor reputation of businesses on various social media & controlling the perception of its reputation
- Work with local businesses to increase business, revenue, and overall customer satisfaction
- Conduct research and analysis of client's competitors
- Cross-train clients to manage their online presence and generate new leads
- Proactively offer assistance in related areas when needed

Olive Garden – Darden Restaurants

Server

Olathe, KS

August 2015-June 2018

- Adhered to restaurant and legal safety, alcohol, and sanitation policies
- Provided feedback to shift leaders and restaurant manager of daily guest revenue
- Trained new servers on service expectations, restaurant protocols, and monitored performance
- Recorded and transmitted orders accurately from customers to point of sale system

CommunityAmerica Credit Union

Internship

Olathe, KS

August 2013-May 2014

- Performed diagnostics and troubleshooting of system issues and documented help desk tickets
- Completed software installations for ten or more users per day and ensured all systems were updated
- Assembled and installed computer systems, workstations, and peripheral hardware for department teams
- Accurately maintained equipment inventory lists and reference sheets

Projects and Skills

- Conducted and organized large scale psychology study researching the effects of amphetamine abuse in college students and its effects on GPA. Recruited 80 participants, collected and analyzed data over the course of 4 months, and presented results to the Psychology department at the University of Kansas.
- Ongoing online presence management of local business client – raised average Yelp and Google Review ratings to 4.9/5 and created a direct customer to owner experience review system.
- Co-President position of social club with 50+ members – planned and organized events for 200+ people, increased number of members by 40% in 2018, decreased event costs by 20% by using wholesalers.
- Expert proficiency with both Windows and Apple products; multilingual (English, Urdu, Hindi).

SERVICE AND ACTIVITIES

Alpha Kappa Psi Society – Member

Investment Club – Member

Business Analytics Club – Founding team

South Asian Student Association – Co-President

August 2018-Present

August 2017-Present

August 2016-Present

August 2014-Present