

Karan Chetankumar Patel

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EDUCATION

Arizona State University (ASU), Tempe Campus.

Tempe, AZ

B.S. Computer Science

Graduation Date: May 2028

Brief Calculus, Principles of Programming, Fundamentals of Software Engineering

Gujarat Technological University

Ahmedabad, IN

Diploma in Information Technology

Graduation Date: Aug 2023

IT Solutions/Support, Basics Data structures and Algorithms, OS, Advanced Mathematics, Network Security.

WORK EXPERIENCE

JBG Organization Pvt. Ltd.

Surat, India

Office Operations Intern - Insurance Dept.

Aug 2022 - Sep 2023

- Managed the issuance and renewal process for automobile insurance policies, ensured strict compliance with industry regulations and accuracy in all transactions.
- Streamlined policy database management by optimizing record organization and enhancing data accessibility, leading to improved operational efficiency.
- Orchestrated effective communication with clients via phone and email, addressing inquiries and providing support to ensure a smooth customer experience.

Jay Mahakali Retail SuperStores

Surat, India

Cashier/ Inventory Operator

Jan 2021 - Apr 2024

- Optimized daily store operations by managing point-of-sale systems and efficiently handling cash transactions for an average of 50–100 customers per day, contributing to an 83% customer retention rate.
- Streamlined cashiering and inventory processes, reducing transaction processing time by 30% and minimizing errors by 25%, ensuring smooth operations and improved accuracy.
- Implemented strategies to enhance customer satisfaction, achieving a 10% sales increase within one quarter while maintaining precise inventory control to meet fluctuating demand.

Smile Foundation Surat (NGO)

Surat, India

Member / Admin Operations

Jan 2022 - Apr 2024

- Organized and led educational workshops** for underprivileged children, focusing on foundational skills in mathematics and English, resulting in improved academic performance and engagement.
- Managed office operations and administrative tasks**, ensuring seamless coordination of educational and health programs for underprivileged communities in line with the foundation's mission.
- Streamlined data management processes**, maintaining accurate records of beneficiaries, donors, and volunteers to enhance operational efficiency and program accountability.

SKILLS & INTERESTS

Software: Microsoft Office (Excel, Word, PowerPoint), Google Workspace (Docs, Sheets, Slides)

Tools: Outlook, Slack, Teams, Zoom, Salesforce, Zoho CRM

Soft Skills: Effective Communication, Administrative skills, Organizational Skills, Time Management,

Skills: Problem-Solving Abilities, Technical Aptitude, Customer Service Orientation.

CERTIFICATIONS

- Microsoft 365 Fundamentals (With Honors) - Microsoft Word, Microsoft Excel, Microsoft Powerpoint - (Coursera)
- Developing Interpersonal Skills from IBM (Coursera).
- Salesforce Basics from University of California, Irvine through Coursera.

CLUB PARTICIPATIONS

Rotaract club at ASU, Software Developers Association (SoDA), ACM Student Chapter at ASU, International Students Association at ASU.