

Shalin Thakkar

(GLS UNIVERSITY)



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Enthusiastic Sales and Customer Service professional with expertise in communication and negotiating. Driven to provide superior quality customer service. Innovative in leveraging extensive knowledge of products and services as well as creating solutions for customers to drive loyalty, retention and revenue.



Skills



Retention strategies

●●●●●●●●
Very Good



Customer relations

●●●●●●●●
Excellent Very



Profitability and revenue generation

●●●●●●●●
Good Very



Advertising and marketing

●●●●●●●●
Good



Work History



HRBP - Manager

Byjus The learning App, Bangalore

- Enhanced success of HR strategies by boosting engagement through team management and other team unified approaches.
- Informed CXs about product benefits, information and pricing resulting in sales via team.



Marketing Leader

Inferenz, Ahmedabad, 380060

- Maintained routine communication with clients to assess overall satisfaction, resolve complaints and promote new offerings.
- Proactively managed client correspondence and recorded all tracking and communications.
- Consulted with corporate specialists to establish new business partnerships through exploratory and informative meetings focused on value and benefits of health.

2017-05 – Present

2016-01 - 2017-02

2015-03 - 2016-03

2013-03 - 2014-03



Education

MBA

GLS Faculty Of Management - Ahmedabad

BBA: Management

GLS Faculty Of Management - Ahmedabad

Bhagwati International Public School Patan (CBSE) Bhagwati

International Public School Patan (CBSE)



Projects

Studied an Operation and Production Process on Severe Service Valve Manufacturing Company and compiled a report.

Carried out a Portfolio Analysis on Volkswagen and learnt about its market share and growth opportunities.

Conducted a project on Organizational Departments and studied Supply Chain Management of Rolls Royce Ltd.

Interacted with the Co-owner of a start-up Mr. Mint and learnt the strategies used, from where they got investment, competitive advantage and compiled it in a report.

Achievements



Research Paper -

"A study on consumers' awareness and satisfaction level on Mobile Banking Services in Ahmedabad City"

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