

# JAIMIN PATEL

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## PROFILE SUMMARY

A highly skilled manager and supervisor with a proven track record of success in leading and managing teams to achieve organizational goals. With extensive experience in various industries, including hospitality, e-commerce, and furniture, Possess strong leadership, communication, and customer service skills. With an ability to quickly adapt to new environments and handle pressure situations which has resulted in increased efficiency, productivity, and customer satisfaction. Hold a Diploma in Computer Engineering, a Diploma and a Higher Diploma in Hospitality Management, and a Bachelor of Arts with Honors in International Hospitality Management, as well as pursuing a Master of Business Administration.

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## EDUCATION

- **Bachelor of Arts with Honors in International Hospitality Management**, Beacon International College (Singapore), 2020-2021 (Certified by Cardiff Metropolitan University [London])
  - **Master of Business Administration**, Beacon International College (Singapore), 2022-Present (Certified by University of East London [London])
  - **Higher Diploma in Hospitality Management**, Beacon International College (Singapore), 2018-2019
  - **Diploma in Hospitality Management**, Beacon International College (Singapore), 2017-2018
  - **Diploma in Computer Engineering**, CMJ University (India), 2009-2012
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## PROFESSIONAL EXPERIENCE

**General Manager (Full Time)** | Leeko Uganda Ltd (Africa) | SEP-2013 TO MAR-2016

- Managed a team of over 40 employees involved in receiving, packing, picking, and shipping of customer orders.
- Provided training, supervision, and performance management to team members to ensure efficient operations and high-quality service delivery.
- Directed 4+ field service representatives in the completion of field activities and customer service tasks, ensuring timely and satisfactory resolution of issues.
- Served as the product sale fundraising campaign manager and directed 10 sales staff, achieving a significant increase in revenue.

**Intern (Full Time)** | J.W Marriott (Singapore) | MAR-2018 TO SEP-2018

- Ensured an exceptional guest experience by welcoming, introducing, and recommending new menu items to guests.
- Supervised restaurant staff to ensure prompt, accurate, and courteous processing of guest orders and requests.

- Marketed new products, special events, discounts, and seasonal promotions to guests, resulting in increased sales and repeat business.
- Resolved guest disputes quickly and professionally, ensuring customer satisfaction and retention.

## **PART-TIME EXPERIENCE**

### **Room Service Department** (3 Years) | Five Star Hotels (Singapore)

- Delivered high-quality and timely food and beverage service to hotel guests in their rooms.
- Ensured cleanliness and proper presentation of food and beverage items, adhering to the hotel's service standards.
- Maintained accurate records of guest orders and transactions, ensuring proper billing and accounting.

### **Sales Department** (2 Years) | Furniture/Warehouse (Singapore)

- Demonstrated strong sales and negotiation skills by effectively promoting furniture products to customers.
- Provided exceptional customer service by addressing customer inquiries, concerns, and complaints in a professional and timely manner.
- Maintained accurate and up-to-date sales records, inventory, and billing information, ensuring efficient operations and timely payments.

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### **Marketing Manager** (2 Years) | E-Commerce Company (Singapore)

- Developed and implemented effective marketing strategies to promote the company's products and services, leveraging social media, email marketing, and search engine optimization.
- Conducted market research and analyzed customer trends to identify opportunities for growth and improvement.
- Collaborated with cross-functional teams to develop and execute marketing campaigns, resulting in increased website traffic, lead generation, and sales.

### **Logistic Department** (2 Years) | E-Commerce Company (Singapore)

- Managed the company's logistics operations, including order processing, inventory management, and shipping and delivery.
- Coordinated with suppliers, carriers, and other stakeholders to ensure timely and accurate delivery of products to customers.
- Developed and implemented processes and systems to improve logistics efficiency and accuracy, resulting in reduced lead times, improved order accuracy, and increased customer satisfaction.

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## ACHIEVEMENTS

Certificate of Accomplishment Marriott Great Food Safe Food Training, JW Marriott (Singapore)

Certificate of Appreciation, JW Marriott (Singapore)

Driving License Class 3 (Singapore)

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## COMPETENT SKILLS

- **Team Management and Leadership:** Led and managed teams in various industries to achieve organizational goals. Provided training, supervision, and performance management to team members to ensure efficient operations and high-quality service delivery. Directed field service representatives and sales staff, achieving a significant increase in revenue.
  - **Communication:** Possess strong communication skills, as evidenced by resolving guest disputes quickly and professionally, ensuring customer satisfaction and retention. Marketed new products, special events, discounts, and seasonal promotions to guests, resulting in increased sales and repeat business.
  - **Customer Service:** Delivered high-quality and timely food and beverage service to hotel guests in their rooms. Provided exceptional customer service by addressing customer inquiries, concerns, and complaints in a professional and timely manner.
  - **Market Research and Analysis:** Conducted market research and analyzed customer trends to identify opportunities for growth and improvement. Developed and implemented effective marketing strategies to promote the company's products and services, leveraging social media, email marketing, and search engine optimization.
  - **Logistics Management:** Managed the company's logistics operations, including order processing, inventory management, and shipping and delivery. Coordinated with suppliers, carriers, and other stakeholders to ensure timely and accurate delivery of products to customers.
  - **Time Management:** Possess good time management skills, as evidenced by being punctual and maintaining accurate records of guest orders and transactions, ensuring proper billing and accounting.
  - **Quick Learner:** Demonstrated the ability to quickly adapt to new environments and handle pressure situations, resulting in increased efficiency, productivity, and customer satisfaction.
  - **MS Office:** Proficient in MS Office applications, including Word, Excel, and PowerPoint.
  - **Social Media Marketing:** Experienced in market place listing and social media selling.
  - **Food Service Administration:** Knowledgeable in food server administration.
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## LANGUAGES

English

Hindi

Gujarati

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## REFERENCES

AVAILABLE UPON REQUEST