

# HETAL P. THAKER

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Quest to work in a real professional atmosphere that enables me to cope up with emerging as well as the latest technology and to secure a position that allows me to contribute my service.

## SUMMARY

- As a highly accomplished and multifaceted professional with over 17 years of demonstrated experience in Operations Management, Supply Chain Management, Pricing and Promotion Planning, New Product Development Planning, Office and Administrative Management, Customer Service Management and Event Planning, I am dedicated to promoting the highest standards and company values in the various industries, I possess the expertise and capabilities to succeed in almost any role.
- Extensive cross-functional experience in holding key leadership role in the company's development, operational procedure, and workflow planning.
- Performance-driven and motivated **Promotion Planner** offering exceptional communication skills and the important ability to function well in fast-paced business environment. Passionate, value-driven **New Product Planner** with experience leading cross-functional teams to plan, build, launch and manage world-class innovations.
- Goal-oriented logistics and supply chain **Operations Manager** offering end-to-end supply chain expertise that directly results in efficiency improvements and cost savings, also raising output, quality, and customer satisfaction.
- Excellent history of working well with other team members, pitching in to help achieve team goals.
- Diplomatic leader and analytical thinker able to inspire and cultivate productive working relationships with other employees.
- Strong business acumen and strategic planning abilities to support business startup activities, including policy and procedure development, developing systems, implementing technology, office design and layout, and scaling operations for growth.
- Customer Service** professional committed to balancing company goals while helping all customers find satisfactory solutions.
- Highly trained **Office Manager** responsible for the overall daily operations of an office environment that includes staff management, development, and customer service.
- Proficient with Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, SharePoint), Windows and Mac operating systems, database administration, Google Docs, Marketing, and social media presence, ZOHO, Hoot Suite, Mail Chimp marketing suites, and HR/Payroll systems (In-House Company Built).



## SKILL SET

✦ International Client Handling	✦ Focused	✦ Technical skills
✦ Visionary Leadership	✦ Innovation skills	✦ An eye for detail
✦ Strategic Thinking Skills	✦ Risk management	✦ Problem solving skills
✦ Team-building and Interpersonal Skills	✦ Intellectual skills	✦ Customer Relationship Management skills
✦ Quick Learner	✦ Communication skills	✦ Good financial and analytical skills
	✦ Management skills	✦ Documentation & Data Handling skills

## EDUCATION

- Bachelor of Commerce from SVET, Jamnagar, 2006
- HSC (XII) from BHL School Kolkata, 2002
- XSC (X) from JJAHS School Kolkata, 2000

## WORK EXPERIENCE

Organization	Designation	Duration
Flying Trade Group PLC (United Kingdom), Ahmedabad	Operations Manager	Dec 2014- Till Date
The Gateway Hotel Ummed Ahmedabad (TAJ Group of Hotels)	Asst. Guest Relations (Event Management & Banquet Operations)	July 2011- Feb 2013
DHE Shipping Services	Head Operations/ HR & Admin	July 2008- June 2011
Standard Chartered AMC Pvt. Ltd	Investor Service Executive-Operation Dept.	Feb 2007- June 2008
Wipro Ltd. (InfoTech Group)	Dell Service Planner- Services Division	June 2006- Feb 2007
Sikkim Manipal University Study Centre, Jamnagar	Counselor & Administrator	Feb 2003- Feb 2006

## Food Manufacturing Unit (United Kingdom)

**Roles and Responsibilities:** Operations Manager

### **Department:** Supply Chain (E-Commerce)

- + Led and mentored more than 5 individuals in Supply Chain and Backend operations.
- + Implementation of new processes and procedures for effective and efficient operations.
- + Established Sales and Operations Planning meetings to discuss and review projects and make decisions on non-move and obsolete inventory.
- + Foresaw constraints in performance in support of operations, resulting in changes implemented that allowed for operations to continue without disruption in events.
- + Responsible for leading the site strategy and building product roadmap.
- + Manage all aspects of E-commerce (B2B & B2C) division and oversee day to day operations.
- + Worked with one of the largest most respected dotcom B2B and B2C e-commerce vendors i.e Amazon Vendor & Seller Central.
- + Maintain and coordinate master assortment across all customer portals (2000+ SKUs).
- + Keeping management informed by reviewing and analyzing special reports; summarizing information; identifying trends.
- + Efficient use of company built own system functionalities. Investigate and report any operational/technical issues arising. Plan, define and implement website changes and functional improvements.

### **Department:** Pricing & Promotion, Digital

- + Raise concerns to the appropriate buyer and seek resolution when promotion pricings are off track.
- + Coordinate team meetings, conference calls with buyers/sales reps.
- + Manage manual price changes and pricing reports and update website.
- + Responsible for accuracy of price files, its loading & working in concert with I.T. department.
- + Being involved in all aspects of product pricing in the organization.
- + Liaise with commercial and stock management team regarding the day-to-day updation of the price and stocks.
- + Liaise with internal resources regarding the day-to-day management of the website.
- + Collaborating with the buying department and the sales team to determine prices for new products.
- + Reviewing discrepancy reports to ensure costing is correct and margin stabilization.
- + Promotion Execution and Coordination, worked closely with buyers & sales reps to create accurate promotions.
- + Coordinate with buyers to optimize online promotions for improving promotional execution to improve overall sales and conversion.
- + Own weekly promotional meetings with site merchandising team to ensure accurate promotional execution within categories.
- + Responsible for the promotion of new products, weekly and monthly offers including B2B & B2C multiple portals.
- + Manage promotional events on multiple sites, responsible for completing QA of all site promotions in testing environment prior to go live.
- + Partner with Performance Marketing on digital marketing campaigns and promotional needs.
- + Manage all terms & conditions for all promotional marketing pieces on the sites.
- + Actively analyze site performance in partnership with analytics team to provide insight to cross functional teams regarding promotional marketing/performance.
- + Taking on some of the core responsibilities and working more closely with management.

### **Department:** New Product Development (NPD)

- + Act as content design liaison with business partners, clients, and agency to ensure holistic and consistent brand feel.
- + Coordination and helping in the integration of the following departments: Design, Sourcing, Marketing, Sales, and Production to ensure timely execution of the new product development calendar.
- + creating and managing the new product development pipeline portfolio, collaborating cross-functionally to drive the new process to bring new products to market.
- + To ensure that all new products are collated and recorded in such a way as to view each product in order of its priority.
- + To provide and broadcast all timelines relevant to new product releases, who is accountable for which changes and to provide follow up to update these lines.
- + Each new product is to be diarized as to the issues associated with its release. A journal of the significant events within the development of the item.
- + Maintain New Product Folder/File its structure and level of maintenance with weekly summary.
- + Ensure all changes are approved in a timely manner for purchasing lead times.

**Department:** HR & Admin

- + Offer exceptional interpersonal skills to support all levels of business, from C-suite and high-level guests to assisting sales operations to managing vendor relationships. Skilled in managing calendars and schedules, org charts, international and domestic travel, creating marketing materials, communications management, and serving as the liaison between multiple departments and out-sourced services.
- + Oversee and support all administrative duties in the office and ensure that office is operating smoothly.
- + Maintains office services by organizing office operations and procedures, preparing payroll, controlling correspondence, designing filing systems, reviewing, and approving supply requisitions, and assigning and monitoring clerical functions.
- + Designs and implements office policies by establishing standards and procedures, measuring results against standards, and making necessary adjustments.
- + Maintains office staff by recruiting, selecting, orienting, and training employees.
- + Manage all aspects of office operations, including communications, IT, office equipment management, ordering and inventory, facility management and security, meeting and event planning, contract management, and travel coordination. Proven strengths in organization, time management, and process improvements.

## Hospitality Industry

**Roles and Responsibilities:** Asst. Guest Relations (Event Management & Banquet Operations)

**Department:** F&B Service

- + Dealing **International clients** and managing their events with **strategic planning and execution**.
- + Supervise the daily operations of the Banquet area (order and maintain supplies, review set-up and beverage preparation and service) to ensure compliance with SOPs, Banquet Event Orders, safety regulations and procedures and to **ensure an optimal level of service, quality, and hospitality**.
- + Meet with the customers to review the **Banquet Event Order** and to review any changes, issues, or problems to ensure delivery of a quality product.
- + Calculate and review the Banquet checks ensuring accuracy and present the check to the customer for signature to ensure payment.
- + **Monitor and control** the maintenance/sanitation of the Banquet areas and equipment to protect the assets and ensure quality service.
- + Supervise and direct the Banquet associates including captains, servers.
- + Handling of major banqueting activities, taking care of minute details of the function and executing the same on proper time.
- + **Coordination of an event** from beginning till end, taking care of all necessary requirements of the guest.

## Shipping & Logistics Industry

**Roles and Responsibilities:** Head Operations/HR & Admin

**Department:** Operations, HR

- + Built a company from **scratch to robust** and expanded to global locations with **International Certifications**.
- + Dealing in **corporate Markets** with global head honchos
- + Handling Import-Export division for various consignments.
- + Looking after operational activity related to Air & Sea department like manifestation, booking, cargo movement, cargo tracking, ensuring on time delivery & coordinating with transport agencies etc.
- + Handling of licensing work and liaison of various govt. departments like The Joint Director general of foreign Trade (DGFT), Central Excise & Customs, Various councils like Service Export council, Import-Export Councils, Engineering Council, Tourism Ministry's, etc.
- + Handling complete logistics planning & service **globally, internationally as well as domestically**.
- + Define **logistics strategy** within the organization policies and procedures and ensure effective integration of logistics operations.
- + **Manage logistics operations** including all logistics assets to ensure timely and cost-effective delivery of organization cargoes.
- + Establish operational procedures to verify incoming and outgoing shipments.
- + Ensure shipments are received into inventory or ship timely.
- + Work with **Supply Chain** to maintain adequate inventory levels as required.
- + Monitor and update the master file for employees. Preparation of promotion and increment letters to staffs.
- + Conduct interviews with shortlisted candidate for placement. Involve in the schedule arrangement of candidates for interviews. Calls candidates for possible interview schedule.
- + Preparation of job offer letters to selected candidates and send to immediate superior for other corrections, Monitors the recruitment of candidates for placement.
- + Orientation of new arrival staffs with regards to company background, policies, and procedures. Filing of records.

## Banking & Finance Sector

**Roles and Responsibilities:** Investor Service Executive-Operation Dept.

**Department:** Operations

- + Ensuring that Quality Objectives of the account are met.
- + Assurance of Quality check
- + Handling the Customer Complain Cell
- + Carrying out all interactions via mails and Telephones.
- + Managing the fund transfer transaction of Investor
- + Coordinating with Relationship Management Team at Mumbai
- + Handling different sectors on various accounts
- + Maintaining the files related to purchase and sales data on daily basis

## IT Industry

**Roles and Responsibilities:** Dell Service Planner and customer care executive

**Department:** Services Division

- + Taking review of all pending calls on time to time
- + Follow up with customer for pending calls and ensuring the call closure within the norms
- + Timely updation of the calls in Centralized Dell-package.
- + Scheduling the call with the customer.
- + Planning the visit of RIGHT engineer as per their skill sets for calls.
- + Responsible for interaction with dell Team Bangalore for dell related issues and escalating to concern.
- + Handling and solving customer queries on phone
- + Handling all Wipro calls and accounts ensuring work is done on time.
- + Handling total Wipro Franchisees for any Wipro related issues
- + Handling Whole Gujarat for Wipro and Dell calls.

## Education Sector

**Roles and Responsibilities:** Counselor & Administrator

**Department:** Front Desk

- + Handling the front desk and routine activities of the office.
- + Handling Inquiries as well as administrative work
- + Communication regarding solving the queries
- + Maintaining details of payments made and received.
- + Handling official correspondence with the Head Office at Manipal (Karnataka)
- + Office Administration work like fees collection, faculty attentions etc.,
- + Co-ordination with Faculties regarding their batch timings
- + Maintaining attendance registers.
- + Maintaining books related to courses.

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*References are available upon request*

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