

Nitya Prem Kurtak

Summary

A customer service professional with over ten years of experience seeks employ in an office environment to lend my organizational, managerial and people skills to a thriving local business.

Professional Accomplishments

Inventory Management

I updated the DVD rental system at Sci-Fi City to a computerized inventory system. I revolutionized weekly back-stock checks at Imelda's Shoes to be swifter and more accurate. As Magazine Lead at Rich's Cigar Store, I managed one of the largest periodical selections in the Pacific Northwest- boasting over 2,500 titles.

Leadership/Project Management

I wrote the Employee Handbook for The Downtown Liquor Shop, outlining employee duties and store policies. Acting as an independent contractor, I was hired by Float On to open the retail space in their sensory deprivation spa. For five years I served in a leadership role for a major theme camp at Burning Man; at one point coordinating over 90 volunteers before, during and after the week-long event.

Research and Development

For Whim Hunts, I researched relevant and viable means of delivering sensitive information to clients. I developed an exquisite cocktail menu for East India Co. Grill after extensive study into Indian culture and taste preferences. I researched customer demographics and implemented social media marketing at Other Worlds Games.

Customer Service

With thirteen years of customer service experience, I surprise people with a genuine joy in helping them. Working part-time at Imelda's Shoes, I won three sales competitions in a nine-month period, outselling every full-time employee. I won multiple customer service awards at Sonic Drive-In, including successful testing as a training site for our district.

Recent Experience

PlayAttire	Owner/Seamstress	2008-2012, Portland, OR
Imelda's Shoes	Sales Associate	2012-2013, Portland, OR
Rich's Cigar Store	Magazine Lead	2011-2012, Portland, OR
Float On	Retail Manager	2010, Portland, OR

Skills

Microsoft Office Suite, Excel, Photoshop, google docs, 10-key, typing (70 WPM), multi-line phones, R-Pro POS, Mindbody Scheduling and Retail software, Windows, Mac, iOS, marketing, writing copy, design, training, public speaking, organization, event planning, community building, project management, sewing, cooking, theatre-arts, sketching and roller-skating :)