**Prem Topiwala**

89A Albert Road, Luton, LU1 3PS

Email: [premtopiwala@gmail.com](mailto:premtopiwala@gmail.com)

Tel: +44 7404108831

I am an ambitious and personable individual with experience in direct marketing and customer service. Freshly graduated, I am seeking a role in marketing and outsourcing field.

**Education and qualification**

2014 – 2015 University of Bedfordshire, Luton, UK

**MSc International Business and Management**

Modules include: Marketing, Business and Management, International Marketing, Business Data Analysis, Intercultural Business Context, Financial Analysis, Personal Brand, Managing People, Corporate Finance, Digital Business Management and Applied Management Project.

Dissertation: Critical analysis of food and diet industry’s marketing approaches against nutritional advices to strike better balance or health benefits.

2013 - South Gujarat productivity council, Surat, India

**Diploma in Export Import Business**

2011 – 2013 DR Patel and RB Patel Commerce College, Surat, India

**Bachelors of Commerce**

Modules include: Business administration, Macro Economics, Cost and Corporate Accountancy, Mercantile Law, Banking, Auditing and Management Accounting.

2009 – 2010 Ryan International School, Surat, India

**Higher Secondary Certificate Examination**

2007 – 2009 Ryan International School, Surat, India

**Secondary School Certificate Examination**

**Work Experience**

Apr 2015 – Till Date: **Marketing and Sales Assistant, LGB Direct, London, UK**

In this role I was supposed to talk to customers randomly by visiting their homes (door to door) and make them explain the company’s works and policy. Convincing customers to tie up for a monthly direct debit for various charity organisations was my secondary role. I had to maintain positive attitude throughout the working day.

Oct 2014 – Mar 2015: **Marketing and Sales Trainee, LGB Direct, London, UK**

Duties and responsibilities were less in this role compared to marketing and sales assistant. I was trained for talking to customers, maintaining positive attitude and concentrating on goal. I was under constant supervision while communicating with customers.

Apr 2014 – Sept 2014: **Customer Service Assistant, KFC, Dunstable, UK**

In this role I served customers, managed the till system, took deliveries, stocked the items and undertook general daily cleaning. I was awarded employee of the month for two times for highest upselling.

Apr 2011 – Feb 2014: **Trainee, Landmark Constructions, Surat, India**

This was the office based job where I had to book customers for property viewing. I had to show and explain them about the property they are interested in and further update the management with the daily reports of the customers.

**Additional Skills and Achievements**

IT Skills:

* Confident in Microsoft Office packages.
* Experienced in social media feeds and web content.

Recognition:

* Interschool Football and Table Tennis player, 2007 – 2009.
* Interschool Quiz contest winner, 2009.
* Attended INMUN (Indian Model of United Nations), New Delhi, 2007.

Interest and Hobbies:

* Enjoy plying and watching football and Table tennis.
* Interested in communicating and networking with new people.
* Like going gym regularly.