**Shiny Ladhrohia**

<https://www.linkedin.com/in/shiny-ladhrohia-9bb44a62/>

Mobile: 0450 472 389 | Email ID: gagan.shiny@gmail.com

**Career Profile**

Goal oriented professional dedicated to high level of customer satisfaction and specialize in administrative support to different departments. Willing to learn and build upon my experience to grow into a management role. Concrete problem-solving skills with a strong ability to convert business requirements into technical aspects. Driven & dedicated work ethics backed with solid communication & leadership skills.

**Education**

## Master of Business Economics 04/2008 – 03/2010

Panjab University, India

* Weighted Average Mark: 78%

## PG Diploma in Personnel Mgt. & Labor Welfare 04/2007 – 03/2008

Panjab University, India

* Weighted Average Mark: 88%

**Bachelor of Commerce 04/2004 – 03/2007**

Government College of Girls-11, India

* Weighted Average Mark: 68%

**Skill Set**

* Tools: Sage, Bizagi moduler, Jeera, Orange, xTuple, ServiceNow
* Skills: Strong client relation, Stock record management, Order fulfillment, Customer complaint resolution, Warehouse functioning, Inventory management,

**Employment History**

## Customer Relations Coordinator March 2018- Current

Katoomba Trading Pty Ltd, Dandenong.

* Updating customer order in Sage (ERP system) and processing the orders on time.
* Coordinating with Warehouse Manager and Delivery Manager to send deliveries to the customers on time.
* Maintaining stock accuracy on the warehouse software system; physical against system stock
* Working on application deployment and database deployment.
* Working on continuous integration and continuous deployment methodologies
* Communicating with Business Analyst/Solution Architect for analysis and design.
* Received appreciation from clients on numerous occasions.

## Warehouse Coordinator November 2018- March 2019

Katoomba Trading Pty Ltd, Dandenong.

* Creating PO & Receiving stock through PO in SAGE.
* Quarantine clearance as directed by AQIS
* Work with sales and warehouse managers to place local and international order within set timelines
* Inventory updates and stock control.
* Adhoc admin duties.

**Tele sales consultant October 2017- March 2018**

My Moovers, Doncaster.

* Make outbound calls to prospective customer and give them quotes for their move.
* Managing, tracking and following up on leads by calling them.
* Providing administrative support to Team Leader and ensuring efficient sales activities.
* Meeting monthly and quarterly sales goals in accordance with the goals.

**Customer Service Specialist Jan 2017- July 2017**

The Salvation Army- Salvos Stores, Keysborough

* Customer service, greeting customers as they come in and provide required information, Offer advice and ongoing deals.
* Cash Handling, operate cash register and Cash, handling customers while providing high standards of efficiency, accuracy, and consistency
* Multitasking, while Arranging displays of new arrivals, assisting customers to the product they are looking for, sometimes need to be present to process cash.
* Organizational Skills, organizing racks and shelves to maintain the visual appeal of the store.

**Senior Executive Human Resources July 2015- Jan 2016**

GrayCell Technologies Exports, Chandigarh, India

* Responsible for overall Recruitment, Training & Development, Performance Management, Employee retention, Competency Mapping.
* Coordinating regarding timely deployment of required manpower, Confirmations, Appraisals, Exit formalities.
* Operating entire life cycle of large-scale recruitment process.
* Planning, coordinate & implement training programs. Measure effectiveness of the same.
* Catering HR services to staff strength about 60.

**Senior Executive Human Resources October 2010- July 2015**

Tenheads Consultants, Chandigarh, India

* Assisting Walk-In Candidates
* Recruitment & Selection
* Induction & Orientation
* Employee Training & Development
* Payroll & Salary Processing
* Customer Service

**Reference**

**Amit Sharma Munira Kazi**

0421 170 004 0412 085 010

Assistant General Manager- Sales Supply Chain Head

Katoomba Trading PTY Ltd Katoomba Trading PTY Ltd