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| Harika ganji  arika Ganji  .  **Contact**     |  |  |  |  | | --- | --- | --- | --- | |  |  | 1 Civic way, Ilford, IG61HF, United Kingdom. |  | |  |  | +44 7862232366  +91 9949086100 |  | |  |  | [Ganjiharikanetha@gmail.com](mailto:Ganjiharikanetha@gmail.com) |  |      |  | | --- | |  |   **Core Skillls**   * Customer-focused * Empathy * Analytical thinking * Digital expertise * Good Communication skills * Multi-tasking * Team Player Strong problem solver * Operational processes * Strategic planning  |  | | --- | |  |   **Certifications**   * Certified in Accounting, issued by Department of Commerce * Certified in taxation, issued by Indian Institute of Management and Commerce |  | **Professional Summary**  Encouraging manager and analytical problem-solver with talents for team building, leading, and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.  My certifications display outstanding knowledge and practical expertise to provide exceptional all-round service.   |  | | --- | |  |   **work Experience**  May 2023 to now  **Business development support for RainbowSky, Canary Wharf, London, United Kingdom**   * Identifying opportunities in target markets for your organization’s products and services * Generating leads through cold calling prospective clients or networking at trade shows * Developing and nurturing relationships with key customer accounts * Keeping up with the latest industry developments, including market positioning of corporate competitors * Assessing client needs and the company’s ability to meet those needs. * Following up with new leads and referrals generated from the sales team. Sending contracts through Docusign, follow-up regarding the same. * Using customer relationship management (CRM) software, such as Salesforce, to manage interactions.   September 2022 to April 2023  **Store Manager for Cafe revive, Milton Keynes, United Kingdom**   * Recruiting, training, supervising and appraising staff. * Managing budgets, maintaining statistical and financial records. * Dealing with customer queries and complaints. * Overseeing pricing and stock control maximising profitability and setting/meeting sales targets, including motivating staff to do so. * Preparing promotional materials and displays.   March 2022 to August 2022  **Front office team member for Premier Inn, Sunbury on Thames, United Kingdom (Part Time)**   * Greeting and welcoming guests. * Receiving, and delivering all incoming and outgoing mail and packages, answering all calls and directing as needed. * Inform guests about the availability of tables and direct them to the tables. Keep records of guests who visit the restaurant.   April 2022 to June 2022  **Business Development and Marketing Executive for Maritimesolutionsltd, London, United Kingdom (Part Time)**   * Working with senior team members to identify and manage company risks that might prevent growth. * Identifying and researching opportunities that come up in new and existing markets. * Preparing and delivering pitches and presentations to potential new clients.   September 2020 to November 2021  Digital interaction advisor for *247.ai*, **Hyderabad, India**   * Resolved customer problems by investigating issues, answering questions, and building rapport. * Proactively identified and solved complex problems that impacted operations management and business direction. * Provided useful product guidance to assist customers with buying decisions. * Delivered excellent customer service by greeting and assisting each customer. * Worked closely with Marketing on product launches, seasonal offers, and events.   **Education**  **MBA for Early Career Professionals (with professional placement)**  University of Roehampton - January 2022 - Current  Bachelor of Commerce  Osmania University - September 2021  Certificate of Higher Education commerce  Sri Medhavi Junior College, India – June 2018  Chartered Accountancy Foundation (CA- CPT)  Institute of Chartered Accountants of India**,** India – Dec 2018  **SOCIAL MEDIA**  [Instagram](https://www.instagram.com/harika._giri/)  [Linkedin](https://www.linkedin.com/in/harika-ganji-281103233/) |  |

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