

Janam Patel

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EDUCATION

Drexel University Anticipated Graduation: June 2022
Master of Science in data science

York College, City University of New York Graduated: May 2020
Bachelor of Science in Computer Science

Skills

Programming Languages: HTML, PHP, Beginner level in Python, Learning C++ (Currently Beginner)
Software: Microsoft Word, Excel, PowerPoint, Photoshop, Illustrator, iMovie, Salesforce, DiscoverOrg, LinkedIn Sales Navigator, G Suite
Language: Fluent in English, Hindi and Gujarati

EXPERIENCE

Kohl's October 2017 - Present
OMNI Store Associate Fresh Meadows, NY

- Seasonal Lead of the Department to help management achieve established goals – was awarded Employee of the Month
- Lead a team of eight associates daily
- Brought order cancellation rate down from 25% to 5%
- Ship out 200+ online orders and process 70-100 Pick-up orders daily
- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service

WayUp June 2019 – August 2019
Sales & Data Operations Intern New York, NY

- Provide Sales Operations support at the direction of Director of Sales Operations
- Entire Salesforce clean up and updating accounts
- Reviewed and evaluated contracts and imported the key details to Salesforce
- Identified and researched for more than 400 potential clients, and leads
- Updated Spreadsheets and databases with statistical, and financial information
- Automated the creation and mailing of report with charts through Salesforce
- Learned CRM to become proficient in creating reports, updating and extracting data

US Open Tennis Tournament August 2017 - September 2017
USTA Store Associate Flushing, NY

- Providing excellent sales service and experience to guaranteed, high level of customer satisfaction
- Compute sales prices, total purchases, and receive and process cash or credit payment
- Sustained a reputation for a prompt and efficient service with high level of accuracy
- Have knowledge on the product that's being offered and knowledge of stock in warehouse

COMMUNITY ENGAGEMENT

Red Cross Club September 2014 - Present
Volunteer Fresh Meadows, NY

- Helping the President arrange walk-a-thon's to raise awareness
- Run soup kitchen every weekend