

# Janam Patel

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## EDUCATION

**York College, City University of New York**  
Bachelor's in Computer Science

Anticipated Graduation: 2020

**Programming Languages:** HTML, 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

**New York City College of Technology**

August 2016 - May 2017

## 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
- Recruited students to become members and encourage teachers to be part of the club and walks