

Kavi Chokshi

Bend, OR
(302) 690-3420
kavichokshi@gmail.com

PROFILE

Solutions-driven entrepreneur, with extensive experience in all areas of business. Passionate about using technology to increase efficiency and improve customer experience. Skilled at bridging the worlds of business, technology, and people.

EXPERIENCE

Volunteer Director, Congressional Campaign — September to November 2018

- ▶ Supported 3,000+ volunteers across Oregon's Congressional District 2.
- ▶ Oversaw all field operations, working with coordinators in each of the 20 counties.
- ☑ Streamlined volunteer sign-up with the help of simple technology like Google Forms.

Retention Specialist, Petplan Pet Insurance, PA — March 2017 to June 2018

- ▶ Retained policyholders who wanted to cancel, by listening to their concerns, and addressing them. Consistently led the team in retains and call-to-retain ratio.
- ☑ Produced requirements, designed, and tested the Salesforce implementation.
- ☑ Analyzed a recurring automated billing issue, found the source of the problem, and provided a detailed report with possible solutions to upper management.

Happiness Manager, Petplan Pet Insurance, PA — June 2015 to March 2017

- ▶ Helped policyholders over the phone and by email. Assisted with policies, answered questions, and resolved issues, providing outstanding service from start to finish.
- ☑ Created a maintainable, easy-to-use, scheduling system that is still used.
- ☑ Reported the call center metrics and potential areas of improvement on a daily basis.

Founder/CEO, Zapified.com — March 2012 to November 2013

- ▶ Started this innovative web startup that let students exchange textbooks on campus.
- ▶ Managed all areas of business, a marketing team, and a guerrilla marketing campaign.
- ☑ Successfully attracted 3,000+ users within first month of launch.

Web Designer, Swift Financial, Wilmington, DE — June 2012 to November 2013

- ▶ Redesigned the whole customer-facing website from scratch in HTML/CSS.
- ☑ Increased the conversion rate more than 2x and improved customer experience.

EDUCATION

University of Delaware — Bachelor of Science in Marketing, 2010

Lund University, Sweden — Master of Science in Entrepreneurship, ABT (incomplete)

TECHNOLOGY SUMMARY

Productivity: Advanced at Microsoft Office (particularly Excel), G Suite, iWork

Specialized: Salesforce, CRMs, and Databases; Web Design (HTML/CSS)

General: Quick learner with all technology and systems. Good eye for design.