

## **MandeepKaur Saini**

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### **Professional Summary**

Organized management with 3+ years of experience completing projects efficiently by leveraging top-notch prioritization and multitasking skills. Resourceful and collaborative with extensive knowledge of maintaining customer relationships, keeping detailed records, and promoting excellence in customer interactions. Experienced Purchasing professional with top-notch leadership, program management and planning abilities. Excellent verbal and written communication skills paired with organized nature and advanced problem-solving strengths. Improves policies, reduces waste, and supports business needs with efficient, high-quality materials.

### **Skills**

- Business planning
- Data analysis understanding
- Procurement expertise
- Vendor sourcing
- Operations management
- Supply Chain Operations and Inventory Management
- Database management software
- Analytical skills
- Microsoft office
- Revenue Generation
- Basic knowledge of six-sigma
- Multilingual

### **Work History**

**Operations Manager**, 06/2019 to 02/2021

**Red Roof Inn Franchising** – Sumter, SC

- Managed budget implementations, employee reviews, training, schedules, and contract negotiations for the franchise.
- Organized budgets oversaw P&Ls and achieved margin targets consistently to stay on track with growth plans and preparing forecast with the help of pace reports.
- Increased revenue streams by reducing costs, managing schedules, and performing variance and risk analysis to implement corrective actions.
- Developed effective business plans to align strategic decisions with long-term objectives.
- Delivered business strategy and developed systems and procedures to improve operational quality and team efficiency.
- Made valuable contributions to planning of promotions, pricing, and inventory levels, supplier management, enhancing inventory flow, revenue, and profits.
- Reduced downtime in warehouse operations by ensuring reorders were aligned with store sales and backlog.
- Maintained energy and develop enthusiasm in fast-paced environment.

- Negotiated contracts, policies, deadlines and relations with suppliers and vendors.
- Directed safety operations and maintained clean work environment to adhere to FDA and OSHA requirements.

### **Customer Service Specialist, 11/2019 to 02/2021**

#### **Belk – Sumter, SC**

- Provided primary customer support to internal and external customers in fast-paced environment.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Cultivated customer loyalty, promoted repeat customers, and improved sales.
- Responded to customer requests for products, services, and company information.
- Worked alongside retail representatives to boost sales by enhancing product presentations and advertising collateral.
- Delivered high level of assistance by locating products and checking store system for merchandise at other sites.
- Engaged with customers to effectively build rapport and lasting relationships.
- Maintained organized, presentable merchandise to drive continuous sales which has resulted in 10-20% increase in sales.
- Confirmed delivery of orders, troubleshooting missed delivery dates, shortages, and overages.

### **Customer Service Representative, 11/2018 to 05/2019**

#### **Jos. A. Bank – Macon, GA**

- Fielded customer questions regarding available merchandise, sales, current prices, and upcoming company changes.
- Provided information to customers regarding charge accounts and loyalty program and helped to open and activate new accounts.
- Regularly exceeded daily sales and product add-on quotas.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Responded to customer requests for products, services, and company information.
- Educated customers on special pricing opportunities and company offerings.

### **Assistant Manager, 10/2018 to 05/2019**

#### **Country Inn & Suites by Radisson – Macon, GA**

- Achieved recognition from senior management for contribution to store success, including managing sales, employees, and operations to foster optimal performance.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Conducted weekly staff meetings to motivate staff members, address concerns and questions, plan improvements, and evaluate progress toward goals.

- Reduced corporate costs by developing and implementing improved merchandising, receiving and maintenance procedures.
- Created organization systems for inventory control, merchandising, financial reports, and schedules, dramatically increasing operational efficiency.
- Delegated daily tasks to team members to optimize group productivity.

**Manager of Operations**, 06/2016 to 06/2018

**Shital Auto Electric** – Anand, Gujarat

- Controlled daily business operations by devising and deploying short and long-range strategies to grow profitability and accomplish objectives.
- Worked in matrix management environment with oversight of division level managers, operations, sales, finance, human resources, safety, and compliance.
- Cultivated strong business relationships with clients to increase overall experience, satisfaction, and retention rates.
- Built relationships with customers and managed accounts to drive revenue and profit.
- Maintained constructive client and vendor relationships.

**Assistant Manager**, 06/2015 to 06/2016

**Shital Auto Electric** – Anand, Gujarat

- Achieved recognition from senior management for contribution to store success, including managing sales, employees, and operations to foster optimal performance.
- Developed loyal and highly satisfied customer base through proactive management of team customer service strategies.
- Monitored security and handled incidents calmly.
- Set and enforced policies focused on increasing team productivity and strengthening operational efficiency.

**Education**

**Associate of Science:** Computer Science, 12/2020

**University Of South Carolina - Aiken** - Sumter, SC

**Post Graduate Diploma in Business Management:** Business Administration and Management, 12/2017

**Sardar Patel University** - India

**BBA:** Business Administration and Management, 12/2015

**Sardar Patel University** - India

**Certifications**

- Red Advantage- Managing the brand, Red Roof Franchising – 2019
- Revenue management Training – 2019
- Sales and marketing training- 2019