

## Contact

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## Top Skills

Team Management

IBM Cognos Analytics

Internet of Things (IoT)

## Certifications

Deloitte Australia - Data Analytics

Job Simulation

I CAT

Deloitte Australia - Technology Job

Simulation

# Maulik Patel

B.Sc. IT Fresher | Passionate About Technology | Open to Internships & Full-Time Roles

Mumbai, Maharashtra, India

## Summary

B.Sc. IT graduate with 1+ year of experience as a Customer Relationship Manager at Parda Online. Skilled in development, testing, and data management with growing expertise in AI. Looking for opportunities where I can combine my technical knowledge and client-handling experience to contribute to innovative projects.

Passionate about learning, solving real-world problems, and working in collaborative tech environments. Actively seeking internship or fresher roles to start my professional journey.

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## Experience

Parda Online

Customer Relationship Manager

July 2022 - August 2023 (1 year 2 months)

Virar, Maharashtra, India

Supervised and coordinated warehouse operations including invoice printing, box labeling, and ensuring timely stock availability for dispatch. Managed supplier coordination to ensure replenishment before delivery deadlines. Guided customers via the Viz Store app, helping them visualize product choices based on home color schemes and furniture. Suggested creative product combinations to enhance customer satisfaction and increase sales revenue. Improved order processing efficiency by streamlining warehouse workflows. Increased customer purchase conversion rates by introducing personalized product recommendations.

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## Education

VIVA Institute of Technology

Bachelor of Science - BSc, Information Technology · (August 2022 - May 2025)