

# Dipak Lakhnani

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**Address:** Rajkot, India

**Date of Birth:** 11/11/1997



A self-motivated and result oriented B.com graduate with good knowledge in computer seeking an opportunity in the same field.

## EMPLOYMENT HISTORY

### **Bonanza Salons & Acedemy ► Customer Relationship Executive Cum Floor Manager** Sep 2020 - Present

- Managed customer relations on ongoing basis to maximize customer retention.
- Offered internal and external customers first-rate customer service to maximize satisfaction and business success.
- Maintained up-to-date knowledge of product and service changes.
- Developed and updated databases to handle customer data.
- Communicated professionally with colleagues, freelancers and clients.
- Offered friendly and efficient service to customers, handled challenging situations with ease.
- Managed team of employees, overseeing hiring, training and professional growth of employees.
- Handled employee scheduling and coverage needs during business hours.

### **Bonanza Salons & Academy ► Cashier Cum Computer Operator, Rajkot** Sep 2019 - Oct 2020

- Operated cash register for cash, check and credit card transactions with excellent accuracy levels.
- Provided friendly service and assistance to clients promote customer loyalty, satisfaction and sales.
- Collected and authorized payments of guests.
- Stocked, tagged and displayed merchandise as required.
- Generated reports covering details about data, system operation and error monitoring.

### **Eagle travells ► Cashier Cum Computer Operator, Rajkot** Sep 2018 - Aug 2019

- Welcomed customers and helped determine their needs.
- Tallied cash drawer at beginning and end of each work shift.
- Collected, handled and documented payments for travel services and associated fees.
- Maintained spreadsheets of data across multiple systems.
- Handled day-to-day accounting processes to drive financial accuracy.
- Maintain sales, purchase, voucher etc. daily bases entry on Tally ERP 9.

## EDUCATION

### **MBA ► IGNOU** Jun 2022 - Pursuing

### **B.com ► Shree H.N.Shukla College, Rajkot** Jul 2015 - Mar 2018

### **Highschool ► Saraswati School, Rajkot** 2010 - 2015

## SKILLS

Team Management | Administration | Client Relationship Management | Customer Handling | Strong Communication  
| Work Management | M.S.Office | Tally