Divyesh Ladani

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**PROFESSIONAL SUMMARY:**

Natural leader with proven record of exceeding sales targets and driving customer service excellence. Skilled in training and mentoring new associates on methods and techniques to build customer retention and boost loyalty. Passionate about helping customers and delivering exceptional experiences with every interaction.

**WORK HISTORY:**

**Om Mart, Ahmedabad,India .July2021– Continue**

**Sales Associate**

* Deliver excellent customer service that ensures ongoing sales and high levels of customer satisfaction
* Work with customers to determine their needs and then recommend the right product to solve the customer’s problem
* Receive goods from supplier and manage to store in warehouse.

**September 2019 - March 2021**

**J &T Express Courier - Seremban, Malaysia**

**Logistic Coordinator**

* Managed loading, unloading, movement and sorting of supplies to keep deliveries on schedule.

**January 2015 - May 2019**

**Chipiku Plus - Mzuzu, Malawi,Central Africa**

**Retail Store Manager**

* Managed store organization, maintenance and purchasing functions.
* Trained team members in successful strategies to meet operational and sales targets.
* Resolved customer service issues promptly.
* Optimized store displays and appearance via strategic merchandising.
* Managed inventory control processes to restore back stock, control costs and maintain sales floor levels to meet customer needs.
* Maintained customer satisfaction with quick and professional handling of product returns.
* Examined merchandise to verify correct pricing and attractive displays.
* Completed routine store inventories.
* Oversaw employee performance, corrected problems and increased efficiency to maintain productivity targets.
* Submitted orders for new inventory.
* Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.
* Generated spreadsheets detailing sales information.
* Kept orderly and accurate accounting records by monitoring sales documentation.
* Coordinated weekly conferences with store associates to communicate sales and customer service goals.
* Managed weekly inventory transactions by creating templates to track optimal food and beverage stock.
* Assessed sales reports to identify and enhance sales performance, support inventory oversight and capitalize on emerging trends.
* Organizing stocks and maintaining inventory
* Inspecting products for defects and damages.
* Organize warehouse space
* Receive, unload and place incoming inventory items appropriately
* Check, verify and fill customer invoices
* Abide by all company safety and hygiene regulations
* Contribute ideas on ways to improve or optimize warehousing procedures.
* Keep warehouse clean and organised daily.
* Reduced shrinkage Number by closely monitoring inventory and security procedures.
* Helped customers locate appropriate store locations of Type products, answered questions about products and provided solutions for various Type issues.
* Grew company sales Number by devising strategic promotional plans capitalizing on changing market conditions.
* Implemented rewards program, bolstering customer retention.
* Hired, trained and supervised retail team members bringing in Amount in annual revenue.
* Streamlined processing of defective and clearance items to increase productivity by number.

**July** **2013 - June 2014**

**F.T.I. Technologies - Ahmedabad, India**

**Internet Marketer**

* Collected and analyzed data to improve strategies.
* Developed and implemented techniques for increasing page visits and likes.
* Created and managed landing pages for products.
* Identified appropriate marketing channels and target customers for campaigns.
* Created customized marketing materials to increase product awareness.
* Wrote engaging and successful marketing, advertising and website copy.

**August 2008 - January 2013**

**D.D.University - Nadiad, India**

**Computer Operator Cum Lab Technician**

* **Used coordination and planning skills to achieve results according to schedule.**
* **Participated in team-building activities to enhance working relationships.**
* **Maintained excellent attendance record, consistently arriving to work on time.**
* **Worked flexible hours across night, weekend and holiday shifts.**
* **Used Microsoft Word and other software tools to create documents and other communications.**
* **Received and processed stock into inventory management system.**
* **Saved Amount by implementing cost-saving initiatives that addressed long-standing problems.**
* **Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.**
* **Resolved problems, improved operations and provided exceptional service.**
* Installing, configuring, and maintaining Hardware devices and printers.
* Installation of Softwares and drivers.
* Troubleshooting Hardware, Software and Lan network issues.
* Other duties assign by management.

**November 2002 - August 2005**

**Elmech Engineering Co. - Ahmedabad, India**

**Accountant Cum Clerk**

* **Carried out day-to-day duties accurately and efficiently.**
* **Calculate and send invoices to clients.**
* **Perform credit checks on new clients and partners.**
* **Match invoices to purchase orders.**
* **Calculate and enter expenditures.**
* **Improved operations through consistent hard work and dedication.**
* **Proved successful working within tight deadlines and fast-paced atmosphere.**

**EDUCATION:**

| Master in Computer Application, H.N.G.U,Patan |  |  |
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**September 2005 - September 2008**

**M.B.patel College Ahmedabad,B.Com Accounting**

**May 2000 - April 2002**

**CERTIFICATIONS:**

Bisag Certification : Training and assessment program on DotNet Language **Aug 2007 to Nov 2007**

**SKILLS:**

Sales trends

Product and service sales

Cash Handling

Multi-tasking strength

Product promotions

Merchandising understanding

product knowledge

Sales expertise

Point of sale operation

Relationship building

Client Service

Exceptional customer service

Problem-solving skills