

# Rohan Joshi

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Date of Birth: 26<sup>th</sup> May, 1992

Phone:+91-7875249558

Description		
After gaining over 3 years of experience in service industry, I identify myself as someone who can understand the need of a customer to provide effective solution. I believe in delivering quality service that ensures positive experience.		
Work Experience		
Manager	Moshic, Vadodara	Jan '17 to Aug '19
Exposure	<ul style="list-style-type: none"><li>• Understanding the food and beverage market.</li><li>• Consumer insight identification.</li><li>• Planning, Strategic insights &amp; developing plans for every quarter.</li><li>• Curating recipes and organizing menu as per season.</li><li>• Sourcing of ingredients.</li><li>• Establishing vendor management system.</li><li>• Creating standard operation procedure for day to day functioning of staff.</li><li>• Staff management.</li><li>• Creating and managing presence on third party portals.</li><li>• Customer grievance redressal management.</li><li>• Influencer management / customer loyalty program to increase word of mouth.</li><li>• Maintaining service quality to meet customer expectations.</li><li>• Creating and maintaining a delightful customer experience.</li><li>• Maintaining budget requirements for every quarter.</li><li>• Handling operations internally.</li><li>• Customer retention.</li></ul>	
Sales Executive	Maruti Suzuki (Amar Cars Pvt. Ltd.), Vadodara	Sept '16 to Dec '16
Exposure	<ul style="list-style-type: none"><li>• Establishing new business and arranging of sales visits.</li><li>• Understanding customer requirements.</li><li>• Demonstrating and presenting various range of products that caters consumer requirements.</li><li>• Handling negotiations, deals and contracts with customers.</li><li>• Creating a positive purchase experience by maintaining ease of purchase.</li><li>• Handling operations internally and maintenance of records.</li><li>• Maintaining positive post-purchase service experience.</li><li>• Customer retention.</li><li>• To achieve monthly sales target.</li><li>• Attending exhibitions, meetings and conferences.</li></ul>	
Marketing Intern	Orange E-tokri India Pvt. Ltd., Pune	May'15 to Jul '15
Exposure	<ul style="list-style-type: none"><li>• Exposure to the functioning of an E-retail start-up.</li><li>• Assisted Marketing &amp; Sales team on developing market entry strategies.</li><li>• Competitor analysis and understanding of various strategies to overcome competition in the market.</li><li>• Gained an exposure to Marketing Strategies of various clients from E-retail segment.</li><li>• Assisted Marketing and Sales team in creating awareness and establish a customer base.</li></ul>	

Education			
Year	Degree / Course	Institute	CGPA / %
April 2016	MBA (Marketing)	Indira Institute of Business Studies, Pune	3.42/ 6
April 2014	BBA	MAEER'S MITSOM College, Pune	53.83%
Feb 2011	HSC (Science)	Tejas Vidyalaya, Vadodara	53.84%
Mar 2008	SSC	Gujarat Public School, Vadodara	67.38%
Certifications			
Digital Marketing	Successfully completed one-day certification course on Digital Marketing conducted at Indira Institute of Business Studies, Pune by Botree Communications Pvt. Ltd.		

Project Details	
S.Y MBA	To study consumer behavior in the online shopping of daily need products
F.Y MBA	A survey report on 'Do beauty contests serve any purpose to the society?'
T.Y BBA	Brand Awareness of Olay
S.Y BBA	A project report on Industrial Exposure visits to: Volkswagen, Pune, Hiware Bazar, Ahmednagar

Extra-Curricular Activities
<ul style="list-style-type: none"> <li>Worked as a Volunteer for National Service Scheme (NSS) for a period of two years.</li> <li>Worked as the core member for Indira School of Business Studies (MBA) Alumni Committee.</li> <li>Actively participated in CSR activities during MBA, conducted by institute.</li> <li>Participated in "I Pledge – Clean My India Campaign" conducted by Poona Round Table No. 15 on 2<sup>nd</sup> October 2014.</li> <li>Participated in 4 day finishing school program conducted by Mr. Minocher Patel.</li> <li>Participated in management outdoor training workshop conducted by Northpoint Centre of Learning.</li> </ul>
Personal Profile
<ul style="list-style-type: none"> <li>Strengths: Honest ,Determination, Confidence, Communication Skills, Team Player and dedication towards work</li> <li>Hobbies: Badminton, Cricket, Automobile enthusiast, Meditation, War Gaming, Long Drives.</li> <li>Date of Birth: 26<sup>th</sup> May, 1992</li> <li>Languages known: English, Hindi, Marathi, Gujarati</li> <li>Permanent Address: 5, Sangeet Co-op housing Society, Near D-Mart, Vasana Road, Vadodara, Gujarat - 390007</li> <li>Contact Numbers: +91-7875249558</li> </ul>