

RAVI RUPAPARA

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PERSONAL STATEMENT

Results-driven business management graduate with over 2+ years of experience in customer service, prospecting, closing deals and managing diverse business functions via high-impact strategies encompassing business and technology. Proven record of customer service management to drive sales efficiencies, and increase revenue. Strong managerial abilities with a track record of driving operational efficiency and enhancing team. Seeking a dynamic and challenging role to challenge myself and contribute to business success.

CORE SKILLS

- | | | |
|----------------------------------|-----------------------|---------------------------|
| • Networking | • Communication | • Searching |
| • Customer Relationship Building | • Problem Solving | • Ethical conduct |
| • Customer Service | • Leadership | • Venue policies |
| • Strategic Thinking | • Conflict Management | • Adaptable and Confident |
| • First Aid / CPR | • Decision Making | • Crowd Control |
| • Monitoring and Observation | • Calm Under Pressure | • People Management |
| | • Screening | |

KEY ACHIEVEMENT

Market Expansion: Identified untapped markets and led the successful expansion in the remaining areas at Kumbh International, generating ₹1.2 M in revenue within a year.

Revenue growth: Successfully implemented a new pricing strategy at Kumbh International, increasing the average deal size by 15% and generating an additional ₹450k in revenue.

PROFESSIONAL EXPERIENCE

Esquiness Coffee, Alton, UK

Dec 2023 – Present

Store Supervisor

- Streamlined operations, reducing costs by 15% while boosting customer satisfaction by 20%. Implemented training initiatives, fostering a motivated workforce for enhanced productivity.
- Implemented assigning work programs and training, driving a 20% boost in workforce efficiency and productivity, fostering a culture of continuous improvement.
- Ensured accurate inventory management, maintaining operations to meet customer demands and enhance overall performance.
- Optimised customer satisfaction ratings by 15% through orchestration of personalised customer service review program.

DPD, Hinckley, UK

Nov 2022 – Dec 2023

Warehouse (Sortation) Operative

- Employed problem-solving strategies to optimise processes, and collaborated closely with the team, demonstrating my adeptness in operations resulting in a 25% boost in overall productivity.
- Utilising effective communication skills, I liaised with collaborated team to uphold strict quality control standards, and contributed to the overall efficiency of warehouse operations.
- I maintained a focus on safety protocols, adhered to industry regulations, and consistently met performance targets, highlighting my commitment to delivering positive results.

Kumbh International, Rajkot, India

Jan 2020 – Oct 2022

Entrepreneur

- Initiated and managed successful business venture, cultivated strategic partnerships through effective business decisions, sales techniques led to achieve ₹1.2 M revenue.
- Optimised cost control 30% through strategic alliances and prudent financial management resulting in 15% revenue growth added ₹450k in the P&L statement.
- Demonstrated adaptability and resilience in navigating challenges, led cross-functional teams to achieve business objectives, aligning emphasis on fostering innovation and driving growth.

- Prioritised customer relations, delivered exceptional service, and fostered a sustained improvement by effectively communicate, influence, and interact with all types of customers, vendors, and colleagues.
- Pioneered innovative marketing campaigns, expanding the customer base by 30% and establishing brand presence operational managerial track.

Classic Engineering Co., Rajkot, India Feb 2019 – Jan 2020

Business Management Intern

- I gained valuable hands-on experience in revenue management, accounting, contributed to strategic decision-making processes, and supported staff development initiatives.
- Assisted in project management tasks, resulting in a 25% reduction in project completion time and enhanced efficiency using problem-solving techniques.
- Acquired insights into various facets of business operations, including sales, marketing, and human resources, and conflict management.
- Identified cost-saving opportunities, yielding a 15% improvement in company profitability. Spearheaded training programs, lifting employee engagement scores by 20%.

Bharat Engi-trade Corporation, Rajkot, India

June 2018 – Feb 2019

Electrical Engineering Intern

- Applied problem-solving strategies to troubleshoot electrical systems, collaborated effectively with cross-functional teams to ensure project success, and upheld stringent safety protocols.
- Contributed to the design and implementation of electrical solutions, conducted thorough testing and analysis to ensure quality and reliability, and communicated technical concepts effectively.
- Committed to continuous learning and professional development, actively seeking opportunities to enhance my skills and contribute positively to project outcomes.
- Implemented innovative solutions, reducing downtime by 25% and enhancing reliability by 30%. Executed projects with a 15% improvement in delivery timelines.

EDUCATION

De Montfort University, Leicester, UK

Oct 2022 – Sep 2023

MSc International Business and Management

Grade: 65%

Gujarat Technological University, Vadodara, India

June 2014 – May 2018

Bachelor of Electrical Engineering

Grade: 7.87 CGPA

CERTIFICATIONS & OTHER

- Languages: English (Advanced), Hindi (Native), Gujarati (Native)
- Import and Export Management
- Full UK driving license
- First Aid Qualified