

# Sameer Patel

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## About Me

A detail oriented Level 1 IT Analyst at The Children's Hospital of Philadelphia (Main Campus).

## Experience

July 2020 – April 18, 2022

### **Selling | Self-Serve Warehouse | IKEA**

- Train new coworkers and managers in the use of internal software programs as well as where to find documentation to assist career development
- Conduct site tours for new coworkers and serve as a point of contact for new hires as they acclimate to the IKEA environment
- Audit schedules to ensure they adhere to coworkers' availability and time-off requests • Assist with the implementation of vignettes highlighting new products as well as complete home furnishing solutions throughout the store in accordance with IKEA's Commercial Calendar • Educate both new and returning customers on ways to shop at IKEA due to new service offers and systems available to the customer for a better shopping experience
- Maintain up-to-date labeling of product locations to ensure accurate communication to the customer • Maintain accurate inventories by conducting periodic audits of warehouse locations • Restock locations around store using incoming ordering system and overflow locations during weekends • Compile customer behavioral data based on internal metrics upload data to SharePoint drive • Assist additional departments in a multifunctional capacity during peak periods and downtime • Drive profitability by elevating certain products to high traffic areas
- Collaborate with Corporate Office to ensure Chest of Drawers registration process is smooth and efficient to increase awareness and safety while maintaining IKEA's integrity

January 2020 – May 2020

### **Client Account Representative | Sales Department | theITSupportCenter, LLC.**

- Utilized research techniques to identify and qualify sales prospects to build sales pipeline • Determined best method of communication and most effective times to reach prospects based on trial and error
- Pitched to CIOs and Directors of IT Departments to raise awareness of our service • Followed up with subsequent communication as determined by the "Best Known Method" of the company to secure a sale
- Utilized Salesforce to document all communication and information pertinent to sales process

August 2018 – July 2019

### **Sales Consultant | Sales Team | Infiniti of West Chester**

- Used CRM VINSolutions to manage client base consisting of new contacts and previous customers •

Established rapport with clients and utilized knowledge of product inventory to present clients with suitable vehicles

- Maintained and displayed inventory in accordance with management's preferences • Conducted each sale with integrity and professionalism to ensure future business and improve dealership and personal rating
- Conducted inspections so that each vehicle is presentable at the time of delivery up to and including last minute additions to the orders
- Managed multiple simultaneous deliveries with precision and grace so that all customers were satisfied with their experience
- Kept a log of sales metrics via Microsoft Excel to monitor personal progress, potential future growth, and address any shortcomings and opportunities for improvement
- Maintained up-to-date knowledge of competitor products and promotions to anticipate customer objections

August 2016 – July 2018

### **Freight Associate | Sales Team |Kohl's Inc.**

- Unloaded merchandise from delivery trucks with care to ensure minimum loss of merchandise due to breakage
- Supervised freight and online sales teams in event of supervisor being called away to office • Fulfilled online orders within time constraints to adhere to Kohl's online shopping policies • Conducted routine audits to ensure accurate inventory count
- Delivered exceptional customer service in accordance with Kohl's customer service policies • Collaborated with management to set up store departments such that they reflected new merchandise and sales promotions
- Maintained and organized multiple stockrooms such that merchandise and associated display fixtures were easily accessible and usable
- Anticipated potential weak links in the merchandise processing cycle and addressed said issues

## **Education**

- Drexel University, Philadelphia, PA (2011-2017)
  - Business and Engineering (Degree Incomplete)
- Penn LPS Coding Bootcamp (Online)
  - Full Stack Coding Certificate (Expected Completion Date – August 2022)

## Technical Skills

- Information Technology
  - Creating rigs from scratch
  - Installation and setup of Windows Operating Systems
  - Installation of additional software required for productivity
  - Effective cable management solutions
  - A+ Certification Pending examination
- Programming
  - HTML
  - CSS
  - Javascript
- Engineering
  - CAD Software
- Productivity Software
  - Salesforce CRM
  - Microsoft Office Suite
  - Google Drive (Sheets, Sharepoint, etc)
  - Conference Calling Software
  - Slack
  - Discord

## Soft Skills

- Interpersonal Skills
  - Communication
  - Collaboration/teamwork
  - Customer relations/customer service
  - High energy and self-motivated
- Leadership Skills
  - Mentoring
  - Ability to build rapport
- Decision Making Skills
  - Adaptability
  - Multitasking
- Language Skills
  - Fluent in Gujarati
  - Working Knowledge of Spanish