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# ADITYA TIWARI

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Date of Birth: 12 07 2000 ♦ Nationality: Indian

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## PROFESSIONAL SUMMARY

Administrative leader experienced in business operations and team oversight. Seeks opportunities to improve processes, procedures and practices. Excels with minimal supervision and decisively approaches problems. Professional project management specialist with experience working with teams to accomplish short- and long-term project goals. Managed budgets and monitored project costs. Detailed orientated individual experienced in administrative procedures. Oversees day-to-day duties with strong planning and organisation skills to delivers projects in timely manner. Loyal employee with solid understanding of training and mentoring employees. Dedicated team player, proactive and hands-on in task completion. Committed manager with exceptional leadership, organisational skills and communication abilities leads high-performing cross-functional teams. Leads projects, company operations and business growth. Energetic employee well-versed in strong communication and organisation skills. Seeks solutions to problems and applies extensive analytical knowledge to findings. Adept at multi-tasking, leading group discussions and managing projects. Resourceful employee with outstanding knowledge to develop and maintain healthy customer pipeline. Consistently works to attract new business opportunities. Talent in administrative oversight, recruitment processes and customer service improvements. Takes on challenging new role harnessing interpersonal skills, collaboration and problem-solving. Driven to deliver high-quality service and consistent results.

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## AFFILIATIONS

Student V.P. For 2023-24

Volunteer as Cyber Expert for Gujarat Police

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## SKILLS

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|------------------------|--------------------------|
| • Brand management     | • Multilingual           |
| • Programme oversight  | • Social media marketing |
| • Project budgeting    | • Team building          |
| • Financial management | • Public relations       |
| • Financial leadership | • Customer-focused       |

- Revenue growth
- Policy development
- Operations oversight
- Industry partnership development
- Integrative negotiation
- Marketing
- Leadership
- Time management
- Communication skills

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## WORK HISTORY

### **Assistant Reginal Manager (Operations)=03/06/2024 – Current**

#### **Go puff - London, United Kingdom**

- Leading: showing the warehouse team how it's done, leading by example and being responsible for the management of staff on shift. training new team members and being confident on process and product
- Picking and packing: accurately pick and pack items on a per order basis for dispatch to customers
- Delivery partners: support with managing the delivery partners to ensure a slick delivery experience
- Issue resolution: contacting customers for substituted or out-of-stock items
- Goods inbound: receive product from vendors ensuring physical count matches purchase order/invoice, and resolving discrepancies
- Stock management: put away products to inventory locations and conduct cycle counts to minimize out-of-stock products. manage waste and compliance and our partnership with too good to go.
- Warehouse management: keep the warehouse compliant, clean, organized and aligned with operating standards
- Health and safety: supporting onsite health & safety compliance and testing

### **Assistant Manager, 01/2024 – 06/2024**

#### **Unicorn International Limited (Getir)- London, United Kingdom**

- Created email notifications, invitations and agendas for meetings, events and appointments.
- Receiving, processing, and organizing shipments and deliveries accordingly.
- Restocking depleted or low shop items and ensuring that the sales floor is organized according to established guidelines.
- Assisting customers in locating desired shop items.
- Informing customers of shop promotions to encourage purchases.
- Performing regular price audits to identify and correct price discrepancies.
- Performing end-of-day cleaning duties, which includes wiping down windows, mirrors, and

fixtures as well as sweeping and mopping the shop floor.

- Addressing and resolving customers complaints in a professional manner.
- Processing customer payments using the shop's Point of Sale (POS) system.
- Maintaining an in-depth knowledge of store items to provide advice and recommendations as needed.

**Shift Manager, 09/2023 - 01/2024**

**Unicorn International Limited (Getir)- London, United Kingdom**

- Oversaw assembly work, directing activities from initial set up to final product packaging.
- Trained and mentored new employees to maximize team performance.
- Trained new hires and set up mentoring relationships to drive team performance.

**General Manager & Head Of Operations, 06/2020 - 07/2023**

**Hitesh Gems Export LTD - Surat, India**

- Handled staff training and development, maintaining flawless service levels and ICT support.
- Acquisition of new clients
- Lead conversion from numerous marketing channels
- Creating a short- and long-term sales plan with the intention of achieving the given objectives
- Consistently meet revenue goals in accordance with team/organizational goals
- Actively looking for possibilities to upsell and cross-sell to existing customers
- Obtaining referrals from the current clientele to widen the sales pipeline
- Management of customer relationships
- Recognize customer needs and provide insights for improving the product portfolio based on interactions with and feedback from customers
- Management of key accounts
- Development of new accounts
- Reporting and operations
- Overseeing pre- to post-sales support activities for the designated goods and regions while guaranteeing the greatest level of client satisfaction

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## EDUCATION

**Msc. International business management:** International Business

**Richmond The American University London - London, United Kingdom**

**Bachelors In Computer Application:** Computer Application , 06/2021

**Navgujarat College Of Computer Application - Ahmedabad , India**

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## LANGUAGES

**Gujarati Native**

English C2

Proficient

French A1

Beginner

Hindi C1

Advanced