

VIKAS GUPTA

PURSUING MASTER OF
INNOVATION DESIGN MANAGEMENT

CONTACT

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CORE SKILLS

- Cash Handling & POS Operation
- Shelf Stocking & Replenishment
- Customer Service & Complaint Resolution
- Inventory & Expiry Date Checks
- Teamwork & Time Management
- Basic Computer & Mobile Systems

STRENGTHS

- Highly organized and punctual
- Detail-oriented and physically active
- Polite and approachable with customers
- Quick learner and adaptable to new systems

LANGUAGES

- English (Fluent)
- Hindi (Native)

AVAILABILITY

- Currently in Dubai
- Ready to join immediately



PROFILE

Reliable and customer-focused professional with 4+ years of customer service and inventory-related experience, seeking a Stocker cum Cashier position at Choithrams. Committed to maintaining accurate transactions, organized shelves, and a positive shopping environment.



EDUCATION

- Master of Innovation Design Management** 2025 - 2026
University of Europe for Applied Sciences, Dubai
- Post Graduate Diploma in Software Development** 2010 - 2011
International Institute of Information Technology-Bangaluru
- Bachelor of Technology (Information Technology)** 2005 - 2009
Guru Gobind Singh Indraprastha University, Delhi



WORK EXPERIENCE

- Etsy Store Owner** 2024 - 2025
Sole Proprieter
 - Handled customer orders, complaints, and refund processing.
 - Maintained product listings, descriptions, and stock updates.
 - Ensured order accuracy and tracked inventory regularly.

- Waterleaf Consultants Pvt. Ltd.** 2022
Senior Process Associate
 - Analyzed and verified Twitter accounts for Blue Tick eligibility, making approval or rejection decisions based on compliance with platform guidelines.

- Amazon** 2018 - 2019
Customer Service Associate
 - Assisted domestic and international customers via chat and phone.
 - Resolved product and order issues with clarity and professionalism.
 - Maintained speed and accuracy, earning "Best CHT (Customer Handling Time)" award.
 - Demonstrated empathy and product knowledge to enhance satisfaction.

- Freelancing Experience** 2012 - 2017
Freelancer
 - Provided virtual admin tasks including order handling, follow-ups, and data entry.
 - Assisted in scheduling, basic stock management, and backend updates.