



UTKARSH THAKUR

CUSTOMER ADVISOR 📍 Dubai, UAE ☎ +971553508708

PROFILE

Enthusiastic and reliable Sales Associate, dedicated to providing excellent customer service with a smile. Dedicated to increasing sales by providing the ultimate customer experience. Proven track record of serving as an effective liaison between companies and their potential and current clients.

◦ DETAILS ◦

Dubai
UAE

+971553508708

utkarshthakur1809@gmail.com

◦ SKILLS ◦

Microsoft Excel

Microsoft Office

Fast Learner

Leadership

Teamwork

Adaptability

Customer Service

Communication

◦ LANGUAGES ◦

English

Hindi

Gujarati

Spanish

EMPLOYMENT HISTORY

Store Manager at Shivay Inc., Houston

January 2021 — December 2022

- Created weekly and monthly reports to track store performance and identify potential issues
- Analyzed store performance data to identify areas of improvement and develop strategies to increase efficiency
- Led and supervised a team of 12 employees, fostering a positive work environment and motivating staff to achieve sales targets and deliver exceptional customer service
- Created and managed budgets, closely monitoring expenses and allocating resources to achieve financial goals.

Inventory Manager at Stop and Shop, Houston

June 2018 — December 2020

- Planned and coordinated shipments, resulting in on-time delivery of goods and customer satisfaction.
- Monitored inventory levels and identified areas of overstock and under stock, resulting in better inventory management.
- Maintained optimal inventory levels through accurate demand forecasting and regular stock assessments, minimizing stock outs and overstock situations.

Membership Sales coordinator at Sams Club Inc., Houston

May 2016 — May 2018

- Utilized customer feedback to improve existing products and services, resulting in increased customer satisfaction.
- Developed and maintained an up-to-date customer database, resulting in improved customer service.
- Coordinated and executed sales events, trade shows, and promotional activities to increase brand visibility and attract new clients.

Cashier/Customer service at Phillips 66, Houston

March 2014 — January 2016

- Exceeded customer service expectations by providing friendly and courteous service to all guests.
- Safely handled over \$10,000 cash transactions.
- Collecting and documenting customer feedback to contribute to continuous improvement initiatives.

Cashier at Food Town Inc., Houston

March 2013 — January 2014

- Performed cashier duties in a high-volume retail environment, processing up to \$5000 transactions per shift.
- Greeted customers in a friendly and professional manner.



EDUCATION

Bachelor's in Business Administration , University of Houston -Downtown, Houston August 2016

- Will be graduating in spring 2024.
- Major in Management
- Relevant Coursework: Principles of Management, Organizational Behavior, Strategic Management, Business communication.
- Relevant projects:

1. Supply chain optimization and vendor management

Collaborated with suppliers and internal stakeholders to optimize the supply chain process.

2. Process Optimization and Workflow Redesign

Led a cross-functional team to analyze and streamline workflow processes within the organization.

Associate in Arts, Houston community collage, Houston March 2013 — May 2016

- Graduated with 3.6 GPA.
- Relevant coursework: Public speaking or communication, Ethics and critical thinking, cultural studies.



EXTRA-CURRICULAR ACTIVITIES

volunteer at American women breast cancer society, Houston October 2016 participated in a 5 kilometer marathon run to support breast cancer awareness and fundraising efforts.

Volunteer at Houston food bank, Houston September 2015 — May 2017

Volunteered 450 hours.Sorted out expired food items and moved food items pallets.

Volunteer at Stafford spring clean up, Stafford March 2017

Participated in Stafford city spring clean up organized by Sam's club.