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**EDUCATION**

**Queen Mary University of London** BSc Marketing and Management, expected 2:1 2017 – 2020

* Participated in the Windsor fellowship program

**Loxford Sixth Form** Level 3 BTEC Extended Diploma in Business Studies, Grade D\*D\*D\* 2015 – 2016

* Raised money for Human Appeal and Action on Hearing Loss
* Mentored business students in year 11 and preparing them for GCSE exams

**St Bonaventure’s Sixth Form** AS level, Business Studies (C), Sociology (D) 2014 – 2015

* Participated in the Morethanmentors program funded by the NHS
* Communicated with pen pals in Belgium
* Prefect – being a prefect for the second time enhanced my understanding of team work skills and improved my abilities to communicate and collaborate with others.

**Brampton Manor Academy** GCSE 11 A\* - C, including English(C) and Mathematics(C) 2009 – 2014

* Prefect – being a prefect helped me work on my self-confidence as I was able to put my ideas forward and take on what others had told me as well as helping me to understand my ability to demonstrate leadership, focus and dedication. One of my accomplishments was helping organize ‘Brampton national’ which is a cultural festival within the school.
* Completing the Bronze Duke of Edinburgh and passing the expedition while also volunteering and learning new skills like playing the dhol drum, joining trampoline classes and helping teachers with after school clubs

**WORK EXPERIENCE**

**Zero Trace Procurement** Summer Intern/Permanent Part-time Account Executive, London June 2018 – Present

* After completing a 3 month summer internship at ZTP an energy brokerage in the summer of 2018, I got offered a permanent part-time job. My day-to-day role consists of processing apportionment reports on Excel ensuring clients receive the reports on time monthly, quarterly or annually. Reporting consumption, cost and carbon which developed my attention to detail as well as management of big data. This is while dealing with any other account queries via email or over the phone, ensuring the best client relationship management is maintained with all clients ranging from Real Estate Construction to Student Housing Portfolios.
* Developed extensive use of MS Outlook and third-party software’s like Trace enabling me to manage my tasks, meet all deadlines and keep information up-to-date.

**Delaware North** Concessions Team Leader, London January 2019 – Present

* Working intensively at football stadiums within London in an extremely fast-paced environment including; Emirates stadium, London stadium, Wembley stadium, Charlton football club.
* Ensuring stock management is reported and maintained as well as cash handling while supervising a group of staff. Briefing staff and equally delegating tasks amongst each member of staff and training them on how to use tills, challenge 25 and what is expected of them as an high level of hygiene needs to be implemented.
* Acting as first point of contact with any customer queries.
* Completed Level 2 Food Safety.

**Handmade Christmas Company** Concessions, London September 2017 – December 2017

* Personalizing Christmas gifts like; baubles, sacks, wrapping paper.
* Managing pop-ups at different locations including; Peter Jones, Hamley’s, House of Fraser, Debenhams.
* Implemented my customer service and organization skills through ensuring customers’ orders were personalized on time and ready to collect at a specific given time.

**Temptribe** Concessions, London November 2016 – January 2019

* Performing multiple roles like; waitressing, bar staff, cloakroom attendants, barista, hostess at top attractions including; The Shard, Football stadiums, Fortnum and Mason, private parties.
* Defined my time-management skills through being on time to different venues at different times. Getting to meet different set of colleagues and clients at each venue.

**Blossom House** Assistant, London June 2015

* Supporting young adults with learning difficulties, special needs and physical disabilities. Helping encourage the young adults to try new activities and conducting new games to keep them entertained while helping them learn new skills inside and outside of the care home.
* Initiated my patience and creativity skills through helping each young adult feel a sense of independence while assisting them in day-to-day activities like eating or using the computer.

**Boots Chemist** Sales Assistant, London March 2013

* Worked alongside the pharmacist to organize prescriptions, label print, counting medicine, collecting prescriptions, checking dates were in line with regulations, sorting incoming deliveries, stocking shelves, as well as meeting and greeting customers.
* Emphasis was placed on ensuring there were no mistakes or errors handing out medicine.

**LANGUAGES** English: fluent, Gujarati: fluent, Hindi: fluent

**INTERESTS** Dhol drumming, travelling, helping charities

**REFERENCES** Upon request