**Shivani**

**E-mail –** [**Shivani.337586@2freemail.com**](mailto:Shivani.337586@2freemail.com)

**Profile**

**Date of Birth: 04.07.1979**

**Nationality: Indian**

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**PERSONAL OBJECTIVE**

I would like to work in an environment that values professionalism, sincerity and individual’s abilities and provide opportunities for professional growth.

**EDUCATIONAL BACKGROUND**

* Masters in International Business from University of Greenwich, London. ( 2013-2014).
* Bachelors of Arts from Dr Bhim Rao Ambedkar University , Agra India.( 1999).

**PROFESSIONAL EXPERIENCE**

**Ginni Enterprises Ltd, London, United Kingdom - worked as a Compliance Manager (May 2015 to July2015 )**

**Key Responsibilities**

* Develop, implement, maintain quality monitoring, regulatory measures for production facility.
* Assure production facility systems, knowledge, capabilities ,practices complying

with statutory, regulatory, licensing customer requirements.

* Ensure compliance, promote quality, on-going interaction, responsibility with

Production, cross-functional personnel processes.

* Analyse prepare reports on quality control compliance, ensure production

Within statutory specifications.

* Discuss impact of changing statutory rules, regulations, legislations upon

Production specification requirements.

* Ensure, examine current operating procedures to improve quality, process, product to meet regulatory standards.
* Implement changes necessary to ensure compliance; Support, communicate with manufacturing facilities.
* Participate in team meetings represent compliance affairs.
* Provide compliance related training to production personnel.
* Support requests related to consumer affairs, customer inquiries, suppliers purchase Department.

**Pound land Ltd Greenford, London as Sales-asst. -- May 2014 to September 2014**

**KEY RESPONSIBILITIES**

* Operating the tills, including cashing up and completing paper work at the start and end of shift.
* Experience in all aspects of stock-control.
* Processing cash and credit card transactions accurately & efficiently.
* Successfully promote positive customer care, helping as much as possible to find items.
* Actively greeting customers and maintaining a level of conversation during their store visit.
* Promoting specific lines under the guidance of management. Giving expert advice to customers regarding product.
* Setting up promotional displays.
* Giving expert advice to customers regarding product.

**Shoe Zone Ltd, Hammersmith, London as Sales Asst - October 2013 to March 2014**

**KEY RESPONSIBILITIES**

* Operating the tills, including cashing up and completing paper work at the start and end of shift.
* Assisting customers in the selection and purchase of items.
* Completing sales sheets at the end of the day.
* Processing cash and credit card transactions accurately & efficiently.
* Following policies & procedures relating to cash & stock handling.
* Checking the inventory listing with actual stock on the shop shelves and reporting and discrepancies to managers.
* Handling customers’ complaints in a professional and diplomatic way.
* Setting up promotional displays.
* Assisting with postal deliveries to customer addresses.
* Promoting the shop and its products at every opportunity.
* Daily tracking and reporting to the shop manager.
* Highlighting special promotions to customers.
* Giving expert advice to customers regarding product.

**Akash Pack Tech (P) Ltd, Faridabad as Business Controller- August 2008 to Sept 2012.**

**KEY RESPONSIBILITIES**

* Handling domestic customers’ queries.
* Handling the logistic department involving flow & movement of goods in accordance with the goal of the business at an economical cost.
* Maintain quality assurance checks.
* Resolve problems concerning imports or exports & logistics systems.

**Aardhee Marketing Services Pvt Ltd, Delhi, as Team Leader from February 2006 to June 2007**

**KEY RESPONSIBILITIES**

* Delegate tasks and set deadlines.
* Ensuring the performance of the staff is of a high standard.
* Reporting to management.
* Discussing and resolving problems.
* Carrying out performance reviews.
* Setting clear team goals.

**ADDITIONAL SKILLS**

* Completed practical training course (proficiency in Accounts & Tally) including Export Import Documentation. ( Jan 2017).
* Experience with Microsoft office-(word, excel, PowerPoint) & Internet
* Excellent communication skills with a focus on customer service.
* Completed Basic( 3 months ) course of French Language.

**REFERENCES ON REQUEST**