

# Nikunj Kapasi

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## Objective

To find a position that connects my experience in marketing and passion for e-commerce to lead a great career.

## Education

### **POST DEGREE DIPLOMA IN BUSINESS ADMINISTRATION | CURRENT | CAMOSUN COLLEGE**

- Major: Marketing
- Related coursework: Business to Business Marketing, Digital Marketing, Marketing Research

### **BACHELOR OF SCIENCE | 2016 | MUMBAI UNIVERSITY**

- Major: Information Technology
- Related coursework: Web Development, Ecommerce Marketing

## Skills & Abilities

### **MARKETING**

- Possess good understanding of various marketing strategies. Good experience in using various marketing tools such as AdWords, Facebook Ads Manager and Mailchimp. Developed a successful marketing plan for Amazon authorized seller support company as an intern.

### **WEB DEVELOPMENT/E-COMMERCE**

- Experience of over 3 years in developing websites based on WordPress and Shopify. Have good knowledge of managing e-commerce portals for various companies.

### **SALES**

- Experience of over a year in retail sales environment while working with a telecom company. Have good understanding of what a customer needs and how to satisfy those needs along with providing them an excellent service.

### **CUSTOMER SERVICE**

- Possess good experience in customer service and have good knowledge and understanding of how to build a strong relationship with customers.

## Experience

### **SALES ASSOCIATE | TBOOTH WIRELESS | 02/2017-CURRENT**

- Providing tailored solutions and excellent customer service to customers
- Maximizing sales for the store working with manager and other team members
- Providing customers with superior knowledge about phones and plans available
- Guiding customers through decision making on what product fits their needs

**WEB DEVELOPMENT INTERN | BOMBAY BLOKES DIGITAL SOLUTIONS LLP | 08/2016-12/2016**

- Developing responsive e-commerce websites for various clients within set deadlines
- Co-ordination with other team members to ensure timely completion of project
- Search engine optimization for various websites

**ORDER FULFILLMENT SUPERVISOR | GNSM | 12/2015-07/2016**

- Ensuring timely fulfillment of online orders
- Ensuring proper inventory levels for products sold online
- Answering customer inquiries through phone and email

**References**

Available upon request.