

PRASHANT CHAUHAN

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SUMMARY

Customer-Oriented Service Specialist with over 2 years of experience in customer service, team management, and departmental assistance. Proven expertise in leveraging communication, problem-solving, and leadership skills to enhance operational efficiency and customer satisfaction. Adept at using CRM systems, data analysis tools, and MS Office to drive results in dynamic business environments. Self-motivated, team player, and committed to continuous skill development and organizational growth.

SKILLS

- Customer Relationship Management (CRM)
- Team Leadership & Collaboration
- Inventory Management
- Global Logistics & Hospitality Management
- Event Planning & Coordination
- Microsoft Office Suite & 365
- Time Management & Organizational Skills
- Excellent Verbal and Written Communication

PROFESSIONAL EXPERIENCE

Texas Review, Noida, India

January 2024 – Continue

Admission Counsellor

- Guided students on academic requirements, application procedures, and visa processes for studying abroad.
- Maintained accurate records in CRM systems, ensuring seamless communication and workflow.
- Assisted students in university selection based on academic qualifications, preferences, and financial plans.
- Stayed updated on immigration policies and global admission trends to provide precise guidance.

Royal Mail Ltd., Newcastle Upon Tyne, UK

January 2023 – December 2023

Warehouse Operative

- Managed inventory tasks including shelving, storing, picking, and packing.
- Performed data entry, mail sorting, and customer service activities using Excel and internal systems.
- Led a team of 10, improving operational efficiency and driving stronger team performance.

Amazon UK Services, Newcastle Upon Tyne, UK

September 2022 - December 2022

Warehouse Operative

- Oversaw a team of 7 and managed goods storage and movement paperwork.
- Improved package sorting processes, reducing lead times and enhancing delivery accuracy.
- Conducted administrative tasks, including data entry and customer support.

Crystal Events, Noida, India

January 2021 - December 2021

Event Coordinator

- Planned and coordinated events, ensuring seamless client communication and team collaboration.
- Utilized online marketing strategies to secure high-profile event coordination opportunities.
- Executed on-site management and provided actionable insights for post-event reviews.

Crown Plaza
Vocational Internship

May 2018 - July 2018

- Gained hands-on experience in Front and Back Office Management.
 - Managed a team of 7 during internship projects, focusing on hospitality operations.
 - Provided front desk client support, enhancing customer service efficiency.
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EDUCATION

MSc. In Global Logistics Operations & Supply Chain Management
Northumbria University, Newcastle, United Kingdom

2022 - 2023

- **Key Modules:** Forecasting & Predictive Analysis, Sustainable Supply Chain Management, Risk Management.
- **Tools:** Microsoft Office, Tableau, Research Tools.

Bachelors in Hotel Management
Amity University, Noida, India

2016 - 2020

- Specialized in Front and Back Office Management, Hospitality Leadership, and Human Resource Management.
- Additional Foreign Language: French.