

Ganga Patel

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Objective

- I am highly motivated and outgoing with exceptional customer service, organisation and management skills. My approachable personality gives me the natural ability to be an effective communicator with a different range of ages and cultures. I approach tasks with passion to succeed & I take pride in my work ethics and achievements. I want a role that challenges me and allows me to excel and make use of my full range of talents.

Skills

- Adobe Creative Suite.
- Microsoft Office.
- Solution management.
- Leadership & communication.

Qualities

- Accurate and timely.
- Effective and organised mannerism.
- Works efficiently under pressure.
- Self starter & great in a group.

Education

- **Diploma in Fashion Technology**
New Zealand Institute of Fashion Technology (2016)
- **Year 13 Course Completion Certificate**
Wellington East Girl's College (2009)

Experience

Production Coordinator

Arrow Uniforms

(June 2020 - Current)

- Liaise between Sales Team & Manufacturers & obtain quotations for new products.
- Calculate & provide Sales Team with cost pricing for goods.
- Inventory management of fabrics, accessories & work resources.
- Place product orders using CRM system.
- Perform quality inspections on finished products using specification sheet.
- Coordinate & keep a tracking record of all NZ production activities.
- Follow up orders with factory production & internal parties to ensure lead times are met.
- Update order status in system for customer service purposes.

Experience continued

Designer & Customer Care Operator

Hills Hats Ltd.

(Jan 2017 - June 2020)

- Communications with retailers and brand coordinators.
- Processing orders, exchanges and credits.
- Seasonal forecasting and fabric sampling.
- Liaison with fabric suppliers.
- Creating specification sheets for mass production.
- Website and social media management.
- Staff training and supervision.
- Customer service and facility tour guide.
- Workroom assist in machining, cutting & finishing.
- Dispatch and stock take assistance.

Customer Service Representative & Machinist

Looksmart Alterations.

(Oct 2015 - Nov 2016)

- Use of data system, cash handling and EFTPOS.
- Operation of various fabric machinery.
- Invoicing and job processing.
- Customer service management .
- General clerical jobs.

Customer Service Representative

Corporate Connect.

(Sept 2015 - Oct 2015)

- Taking orders for personalised product.
- Responding to customer queries.
- Handling of payment procedures.
- Updating customer data base.

Assistant Warehouse Manager

Global Beauty Ltd.

(June 2011 - June 2014)

- Assisting the warehouse manager.
- Invoicing orders, returns and exchanges.
- Cash handling and EFTPOS.
- Customer service and client queries.
- Handling of customer complaints and credit process.
- Quality control on dispatch.
- Stock control, and reports.
- End of day backup and sales reports.

• *Referees*

At request.