

Navdeep

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Summary

Experienced professional with expertise in **marketing, hospitality, and retail operations**, including roles such as Assistant Manager at Hansa Motors, where marketing campaigns increased customer engagement by 15%, and Cap III Store Operations Associate at Walmart, optimizing inventory and enhancing customer satisfaction. Proficient in digital media, inventory management technologies, viz-pick, and guest services. **Educational credentials** include an **MBA** from ICFAI University and ongoing studies in **strategic marketing communication** at Conestoga College. Seeking opportunities to apply strategic marketing and operations management skills to drive growth and efficiency.

Work experience

Walmart, Fergus, CA 2023-06 - Present

Cap III Store Operations Associate

Oversaw inventory operations and managed overstock merchandising using viz-pick, clearing backend warehouse storage bins, achieving a 15% improvement in stock availability.

Improved customer satisfaction by 10% through adequate customer support, streamlined front-end operations, and optimized warehouse logistics, resulting in a 15% reduction in downtime.

Hansa Motors Private Limited, Chandigarh, IN 2022-07 - 2023-05

Assistant Marketing Manager

Directed marketing campaigns, achieving a 15% increase in customer engagement and enhancing brand visibility across both digital and traditional channels.

Coordinated with manufacturing and customer service teams to close over 100 high-value deals, while ensuring effective post-sale support, contributing to a 95% customer satisfaction rate.

Swiss Garden Hotel Melaka, MY 2017-07 - 2017-12

Front Office Intern

Managed daily front desk operations, including processes for check-ins, check-outs, and guest communications, resulting in a 20% increase in customer satisfaction.

Streamlined booking coordination with platforms such as Agoda and Booking.com, reducing reservation errors by 15% and improving service efficiency, leading to a 20% growth in positive customer feedback.

Education

Conestoga College Kitchener, CA 2023-05 - 2024-12

Strategic Marketing Communication

Gaining practical experience in strategic marketing, digital media, and consumer engagement through real-world projects.

Academic distinction with 3.62/4 GPA.

ICFAI University Dehradun, IN 2020-04 - 2022-05

Master of Business Administration

Acquired a global perspective on marketing strategies, international trade, and cross-cultural communication.

Anti-Ragging University head batch 2020-2022.

Skills

CRM & Digital Marketing: Proficient in Salesforce, HubSpot, Adobe Suite, Social Media Management, and SEO.

Communication & Leadership: Strong written and verbal communication; skilled in strategic planning and teamwork.

Store Management & Operations: Experienced in supply chain optimization, procurement, and SOP development.

Health, Safety & Time Management: Knowledgeable in safety protocols; adept at multitasking and time management.

Process Improvement: Certified in Lean Six Sigma; expertise in streamlining operations for efficiency.

Achievements

Employee of the Month (September 2024) – Walmart, Fergus.
Recognized in National Entrepreneurship Quiz – ICFAI University.

Professional Project

The Community Company, Kitchener 2024-07 - 2024-09
Improved website visibility by implementing **SEO keyword strategies**, enhancing search rankings and discoverability.
Optimized **services webpage**, boosting user engagement and overall web performance for better customer interaction.

Certifications

Salesforce for Marketers: Coursera
Crisis Management: Harvard Business School
Diploma in Warehouse Management
Rescue7 CPR-C First Aid Certification
Ontario Driver's License
Forklift License
CPR Certification

Community Engagement

Managed **Fergus Community WhatsApp Group (300+ members)** and **Kitchener-Waterloo Student Group (500+ members)**, promoting networking and resource sharing.
Organized a **Tax Awareness Event (2024)** with **150+ attendees** and a **Blood Donation Camp (2024)** with **50+ donors**, supporting community needs.

Languages

Hindi: Native/Fluent
English: Proficient/Fluent
Punjabi: Native/Fluent

Availability

Full-Time: Open to immediate opportunities.
Work Authorization: Holder of an **Open Work Permit**.