



Chirag Kanade

Junior Operations Associate

📍 London, UK

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About

My journey, marked by key roles at Guide4UK and Skillarena Ltd, showcases my flair for enhancing operational efficiency, driving sales strategies, and leading teams with a results-oriented approach. Skilled in data-driven decision-making, I effectively balance meticulous attention to detail with a creative problem-solving mindset. As an ambitious Graduate in Logistics and Supply Chain Management, I bring a robust blend of academic excellence and real-world experience across Operations, Supply Chain, and Procurement. My stint as a Student Support Worker at Equality Enterprise refined my multitasking and empathetic communication abilities, crucial for dynamic business environments. I am passionate about leveraging my learnings and certifications in Lean Six Sigma and Agile methodologies to drive operational excellence. Eager to contribute to a forward-thinking team, I am ready to bring fresh insights and a proactive approach to tackle the challenges in the evolving landscapes of procurement and supply chain management.

BRANDS WORKED WITH

Guide4UK

Skillarena.in

Experience

● Junior Operations Associate

Guide4UK | Feb 2024 - Now

I have been instrumental in enhancing operational efficiency and student experience. My role encompasses a broad range of responsibilities, from securing suitable accommodations for international students to orchestrating smooth airport-to-accommodation transitions. I have significantly contributed to service expansion initiatives and played a crucial role in inter-departmental collaboration, streamlining processes for improved operational performance. My expertise in utilising tools like MS Excel for data analysis and reporting underpins my ability to make data-driven decisions, supporting strategic planning and continuous service improvement.

● Business Operations Intern

Guide4UK | Nov 2022 - Feb 2024

Key Achievements

- Reduced the average time for securing student accommodations by 20 days, enhancing customer satisfaction and operational efficiency.
- Successfully managed over 150 airport-to-accommodation transitions, ensuring prompt and comfortable experiences for international students.
- Launched and coordinated 5 holiday trips to popular destinations, benefiting over 200 students and diversifying the company's service offerings.
- Through collaborative efforts, achieved a significant reduction in internal process turnaround times, leading to an overall operational cost saving of £20,000.
- Developed and integrated a comprehensive feedback system, resulting in the collection of over 300 valuable student insights, which directly informed service improvements and strategic decisions.

● Marketing and Sales - Team Leader

Skillarena.in | May 2021 - Jul 2021

My responsibilities involved leveraging diverse marketing tools and sales strategies to effectively promote Skillarena's courses. I excelled in data management, ensuring accurate and organised records of sales and potential client information. Demonstrating strong leadership, I led a team of interns, providing them with essential training and guidance to maximise their performance and customer conversion rates. My approach combined strategic oversight with hands-on involvement, significantly enhancing team effectiveness and achieving remarkable sales results.

Key Achievements

- Successfully met 75% of the sales target within the first 7 days of the internship period, evidencing my capability in quickly generating impactful sales results.
- Led and trained a team of interns, reducing query resolution time by approximately 20%, and significantly enhancing team efficiency and customer satisfaction.
- Increased the overall sales conversion rate by 10% during my tenure, demonstrating effective sales strategy implementation and team leadership.
- Efficiently managed and entered over 500 client and sales records into the system, ensuring data accuracy and accessibility for strategic marketing.
- Was Team Leader of 4 teams, and developed and implemented a comprehensive training program for 20 interns.

Education & Training

2022 - 2023 ● **Kingston University**
Postgraduate Degree,

2019 - 2022 ● **Thakur College of Science & Commerce**
Bachelor of Management Studies,