



Suvetha Sri Velumani

Executive Administrative Assistant

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Languages

Malayalam (Work Proficiency)

Hindi (Fluent)

Tamil (Native)

English (Fluent)

About

I am an experienced Product Sales Executive with a strong background in customer service and sales, adept at exceeding targets and fostering loyalty. Passionate about delivering exceptional shopping experiences and adaptable to diverse retail environments.

BRANDS WORKED WITH

La Café

ClinChoice Pvt. Ltd

AADAI BOUTIQUE

VANJI PACKING

Experience

● RESTAURANT ASSISTANT

La Café | Sep 2023 - Apr 2024

- Interacted with customers during part-time shifts to promptly gather orders, ensuring satisfaction, while actively seeking feedback on food quality, service standards, and overall experience.
- Analysed collected feedback data to derive insights and identify areas for improvement, enhancing overall performance.
- Shared feedback insights in training sessions and team meetings, collaborating with colleagues to drive service and menu enhancements, contributing to a better customer experience.

● EXECUTIVE LMS ADMINISTRATOR

ClinChoice Pvt. Ltd | Dec 2022 - May 2024

- Designed and implemented LMS strategies, policies, and best practices to enhance user experience and ensure compliance.
- Collaborated with cross-functional teams to develop and deliver engaging e-learning content and training programs.
- Conducted regular system audits, performance analyses, and user feedback evaluations to identify areas for improvement.
- Provided expert-level technical support and training to LMS users, leveraging strong problem-solving and communication skills.

● WAREHOUSE MANAGER AND FINANCE ASSISTANT

VANJI PACKING | Apr 2022 - May 2024

- Oversaw warehouse operations, including stock management, inventory control, and logistics.
- Assisted in managing financial records, invoicing, and bookkeeping.
- Coordinated with suppliers and customers to ensure efficient order processing and delivery.
- Managed day-to-day shipping and receiving, typically overseeing more than 150 packages in a 24-hour period.

● SALES EXECUTIVE

AADAI BOUTIQUE | Jun 2021 - Sep 2023

- Demonstrated exceptional customer service skills as a retail sales executive in my part time role, engaging with customers to understand their needs and preferences.
- Utilized effective sales techniques to promote products and maximize sales revenue, consistently exceeding sales targets.
- Collaborated with team members to maintain store presentation standards and contribute to a positive shopping environment, fostering customer loyalty and satisfaction.

Education & Training

2024 - 2025

● University of East London

Masters in Big Data Technologies (Ongoing),

- **Anna University**

Bachelor of Engineering in Computer Science,