

NEVIN KAPOOR

MBA Candidate

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📍 Carol Stream, IL 60188

EDUCATION

MBA: Business Administration/Technology

Illinois Institute of Technology

📅 08/2023 - 12/2024 📍 Chicago, IL (In Progress)

EXPERIENCE

Customer Experience Specialist Intern

Guesty

📅 05/2024 - 08/2024 📍 Remote

- Boosted customer retention by 15% by analyzing customer feedback using tools like SurveyMonkey to identify key points. Implemented targeted follow-up strategies and personalized service recommendations, directly addressing customer needs and increasing loyalty.
- Acquired and successfully onboarded over 10 new customers daily by conducting tailored onboarding sessions via Zoom. Provided in-depth, step-by-step guidance and proactive troubleshooting, contributing to a 20% increase in the overall customer base within three months.
- Streamlined support procedures by implementing an automated ticketing system using Zendesk, resulting in a 20% reduction in response times. Improved customer satisfaction scores by 10%, allowing the support team to focus on more complex inquiries.

Patient Safety Technician

Northwestern Medicine Central Dupage Hospital

📅 07/2018 - Present 📍 Winfield, IL

- Identify and reported 10+ safety noncompliance incidents per month through meticulous safety audits. Facilitated cross-functional team meetings to implement corrective actions, resulting in a 30% reduction in repeat incidents and fostering a culture of safety and compliance.
- Coordinate care for over 200 patients annually, collaborating with healthcare professionals to ensure optimal patient outcomes. Demonstrated strong teamwork and communication skills by streamlining patient care processes and reducing response times for patient needs.
- Reduce workplace hazards by 25% by conducting comprehensive safety audits and implementing corrective measures, showcasing problem-solving and proactive process improvement abilities.

E-Commerce Business Consultant

Self Employed Web Founder

📅 11/2016 - Present 📍 Carol Stream, IL

- Develop and executed e-commerce strategies, resulting in a 35% expansion in the customer base and a 60% increase in sales over three years. Leveraged market analysis and customer insights to drive targeted marketing campaigns and sales growth.
- Implement CRM integration using Salesforce, reducing customer service response times by 50% and enhancing customer satisfaction and retention through improved communication and support efficiency.
- Generate over 25 monthly performance reports for clients using analytics tools like Google Analytics to inform strategic decision-making, optimize sales funnels, and enhance customer engagement.
- Achieved a 12% decrease in cart abandonment rate by deploying an automated follow-up system, directly contributing to increased sales conversions and improved customer acquisition strategies.

Customer Service Associate

Lowe's

📅 05/2015 - 07/2018 📍 Carol Stream, IL

- Processed 200+ transactions monthly with 98% accuracy, enhancing checkout efficiency.
- Handled 30+ customers daily with product inquiries, boosting customer satisfaction.
- Sold high-value items such as tractors, lawn mowers, and grills by understanding customer needs and providing tailored product recommendations, leading to a 15% increase in average transaction value.
- Cultivated a loyal customer base by delivering exceptional service, resulting in repeat customers who specifically returned to my department for their home improvement needs.

OBJECTIVE

Dynamic MBA candidate with a strong foundation in customer experience, sales, and business development. Proven track record in driving customer acquisition, enhancing client relationships, and optimizing processes to support business growth. Skilled in leveraging analytical insights and strategic planning to increase sales and expand market reach. Eager to contribute to a results-oriented team, utilizing expertise in lead generation, customer engagement, and business development to drive innovative growth strategies and achieve measurable outcomes.

SKILLS

Sales Strategy and Execution

Lead Generation & Conversion Negotiation

Market Analysis and Customer Insights

Customer Relationship Management (CRM Platforms: Salesforce, Zendesk)

Customer Acquisition & Retention

Communication and Presentation Skills

Business Development and Growth Strategies

STRENGTHS



Efficient problem solver

Proactively identifies and addresses issues, resulting in improved operational efficiency and customer satisfaction



Customer relationship builder

Rapport-building skills enhancing customer satisfaction



Growth-oriented strategist

Focuses on implementing strategies that drive customer base expansion and revenue growth



Safety-focused leader

Skilled in safety protocol optimization