

DEV PATEL

Customer Experience • Retail & Operations • Project & Event Coordination

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PROFESSIONAL SUMMARY

Customer-facing operations and coordination professional with U.S. retail experience and a record of running large-scale programs end to end. Currently support Pro and trade customers at The Home Depot with bulk orders, quotes, and account relationships in a high-volume store. Previously led a 5,000-student organization as General Secretary, owning budgets exceeding ₹10L+ (approx. \$12,000 USD), 50+ events, and cross-functional teams of 100+. Strong in scheduling, vendor and stakeholder management, POS and cash handling, order coordination, and marketing execution. Available full-time, 40+ hrs/week, flexible including evenings and weekends.

CORE SKILLS

Customer Service & Retention | Retail & Pro Desk Operations | Order Management & Quoting | POS & Cash Handling | Inventory & Stock Accuracy | Scheduling & Shift Coordination | Project & Event Coordination | Vendor & Logistics Management | Budget Management | Stakeholder Communication | Cross-Functional Team Leadership | Conflict Resolution & Escalations | Process Improvement | Digital Marketing & Social Media | HubSpot | Microsoft Office (Excel, Word, PowerPoint) | Google Workspace

PROFESSIONAL EXPERIENCE

Pro Sales Associate

July 2026 – Present

The Home Depot, Store #3831 (Sawmill) — Dublin, OH

- Support Pro and trade customers with bulk orders, quotes, and product sourcing in a high-volume store; partner with department specialists to close complex, multi-item project orders and build repeat business.
- Coordinate order fulfillment across departments — inventory checks, will-call staging, and delivery scheduling — to ensure accurate, on-time handoffs.
- Operate POS and handle cash, returns, and account transactions with accuracy; resolve pricing issues and customer escalations on the spot.

General Secretary & Head of Event Production / Campaign Marketing

Aug 2025 – Aug 2026

Gandhinagar University Student Council — Ahmedabad, India

- Served as primary point of contact and stakeholder liaison for 5,000+ students, resolving inquiries and coordinating university-wide initiatives; served on the Grievance Redressal Cell and Anti-Ragging Committee.
- Owned event and campaign budgets exceeding ₹10L+ (approx. \$12,000 USD) end to end, including planning, vendor negotiation, and resource allocation.
- Planned and executed multi-channel marketing campaigns that increased brand visibility by 60% and reached 50,000+ impressions.
- Led cross-functional teams and coordinated vendors and stakeholders to deliver high-impact events on time and within budget.

Jazba Head (Annual Cultural Festival) & Cultural Secretary

Sep 2024 – Oct 2025

Gandhinagar University Student Council — Ahmedabad, India

- Coordinated planning and execution of 50+ events, leading a 100+ member volunteer team across multiple departments.
- Managed talent bookings, vendor relationships, logistics, and budgets, driving record-breaking student participation.

Barista — Customer Service & Store Operations

Feb 2025 – Sep 2025

Starbucks India (Tata Starbucks Pvt. Ltd.) — Ahmedabad, India

- Delivered fast, friendly service to 200+ customers daily in a high-volume store, maintaining a 4.8/5 customer satisfaction score.
- Operated point-of-sale systems, handled cash accurately, and upheld food safety and sanitation standards; recognized for service excellence and teamwork.

EDUCATION

B.Tech, Computer Science & Engineering

2023 – 2027

Gandhinagar Institute of Technology (GTU Affiliated) — Gandhinagar, India

CERTIFICATIONS & TRAINING

IBM SkillsBuild: Project Management, Customer Engagement, Cybersecurity, Cloud Computing

Other: HubSpot Digital Marketing | Forage Job Simulations (AWS, Deloitte) | Starbucks Professional Training (Food Safety, Customer Connection, Store Operations)

ADDITIONAL

Languages: English, Hindi, Gujarati (fluent) **Work Authorization:** U.S. Permanent Resident.

Personal Site: devpatel1705.dev — built and maintained using AI-assisted and no-code tooling; deployed on Vercel.