

# Aman Dhanani

## Studio Manager

Passionate individual with a thirst for knowledge

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📍 Karimabad Housing Society, Mafoo Road, Nanded, Maharashtra

## EDUCATION

### MBA

Itm

06/2019 - 06/2021

Nanded

Courses

- Marketing

### B.COM

Yeshwant Mahavidyalaya

06/2016 - 06/2019

Nanded

Courses

- Accounting

### HSC

Yeshwant Mahadiyalaya

06/2014 - 06/2016

Nanded

Courses

- Physics
- Chemistry
- Mathematics

## WORK EXPERIENCE

### Studio Manager

Studio Pepperfry

12/2021 - 02/2024

Nanded

"Studio Pepperfry" showcases a curated range of furniture from Pepperfry's online portfolio.

Achievements/Tasks

- Studio Operations - Ownership of the studio, ensuring smooth day-to-day running.
- Handling Customers - should be ready to pitch in for providing excellent knowledge about the wide range of the products and services Pepperfry has to offer.
- Customer Escalations and Customer Services - Provide great customer service and handle customer escalations with fineness in order to grow a loyal client base.
- Customer Relation Management (CRM) - working with internal software for optimizing time management and closure of leads.
- Coordination with internal customers like Supply Chain, Category Department.

## SKILLS

Excellent Communication skills

Good Business Judgement and Analytical Thinking

Superior organizational and time management skills

Customer Service skills

Ability to multi-task in a fast-paced environment

## ORGANIZATIONS

SIP Abacus (2017 - Present)

Course Instructor ( Teaching)

## LANGUAGES

Hindi

Native or Bilingual Proficiency

English

Professional Working Proficiency

Marathi

Professional Working Proficiency