

# Kalpiti Patel



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## PERSONAL PROFILE

I am a multi-skilled individual with proven interpersonal skills, who is seeking a career in a progressive industry. I am a highly effective and motivated individual with significant technology and management experience honed over 14 years in the Information Technology, Warehouse and Courier industries. I have a track record of delivering significant outcomes in challenging circumstances in a range of sectors I have worked.

I have a professional approach; enjoy working as a team and using my own initiative. I am a friendly and happy person, have a pleasant nature and can communicate with colleagues and staff on all levels. I am well organised in my work and strive to produce the highest standard for any given task.

## SKILLS & ABILITIES

- **Empathy and Compassion** – Uses Understanding and appreciating the diverse experiences and challenges faced by people with disabilities. Actively listening and responding to their needs with kindness and non-judgment. Promoting a sense of dignity and respect for the individuals you support.
- **Written and verbal communication** – Uses well-developed communication skills and strong interpersonal abilities in a wide range of job functions, such as answering customer enquiries via phone, email and in person, assisting to address complaints as well as providing information.
- **Achieves deadlines through multi-tasking and time management** – Prioritizes workload to ensure all tasks are completed in the required amount of time and able to organize the working day and juggle multiple incoming demands with confidence
- **Problem solving skills** - Undertake research, analysis and decision making to ensure that I can overcome any obstacles. Ensuring I communicate accordingly within the team as required.
- **Attention to detail** – Provide accurate and consistent work in a timely basis, able to utilize planning, observe patterns and note key areas of importance to ensure no crucial information is missed
- **Teamwork and interpersonal skills** – Proven to work extremely well with others while promoting a cohesive workforce that produces quality results and experienced in communicating with a range of customers and suppliers to coordinate work based activities
- **Self-motivated** – Ability to work without guidance and manage own workflow, achieve set budgets, seek to keep busy and complete all work to expected quality levels and time demands, going above and beyond for the company I work for.
- **Strong computer skills and IT ability** – utilized a range of various computer systems such as but not limited to Microsoft Office, Java, Linux, Android Excel, and Microsoft Word to undertake functions.
- **Commitment to Professionalism and Ethics**
- **Knowledge and Understanding of Disability**
- **Behavioural Support**

## PROFESSIONAL EXPERIENCE

### 2020 – Current Self Employed Courier Services

#### *Responsibilities:*

- **Regular maintenance:** Ensuring the vehicle is in good working order through regular servicing and repairs. This includes checking tire pressure, oil levels, and other vital components.
- **Pre-trip inspections:** Conducting thorough inspections before each trip to ensure all lights, brakes, and other safety features are functioning properly.
- **Maintaining a clean and professional appearance:** Keeping the vehicle clean inside and out, both for safety and professional presentation.
- **Complying with traffic laws and regulations:** Driving safely and responsibly, adhering to speed limits, traffic signals, and road rules.
- **Picking up and delivering goods:** Carefully handling packages, ensuring they are secure during transport and delivered to the correct address within the designated timeframe.
- **Obtaining signatures or proof of delivery:** Verifying the recipient and obtaining necessary documentation when required.
- **Maintaining a professional and courteous demeanour:** Interacting with customers in a polite and helpful manner, representing the company positively.
- **Time management:** Planning routes efficiently, managing time effectively to meet delivery deadlines, and adapting to unexpected delays.
- **Record keeping:** Maintaining accurate records of deliveries, including times, locations, and any customer interactions.
- **Fuel management:** Monitoring and managing fuel costs, potentially by planning fuel-efficient routes or using gas discount programs.
- **Understanding tax implications:** Being aware of tax obligations, record-keeping requirements, and filing procedures for self-employed individuals.

### 2020– 2022 ECO Farm Forklift Driver

#### *Responsibilities:*

- Operate forklift and pallet jack;
- Coordinate the management of a warehouse;
- Conduct RF Scanning;
- Manage the inventory of goods;
- Oversee shipping and receiving of good.

### 2016 – 2020 Abaj Electric Engineering Role: Operation Manager

#### *Responsibilities:*

- Ensure all operations are carried on in an appropriate, cost-effective way.
- Improve operational management systems, processes and best practices;

- Purchase materials, plan inventory and oversee warehouse efficiency;
- Help the organization's processes remain legally compliant;
- Formulate strategic and operational objectives;
- Examine financial data and use them to improve profitability;
- Manage budgets and forecasts;
- Perform quality controls and monitor production KPIs;
- Recruit, train and supervise staff;
- Find ways to increase quality of customer service.

**2014 – 2016**

**Infostretch Corporation**

**Android Application Developer**

*Responsibilities:*

- Design and build advanced applications for the Android platform;
- Collaborate with cross-functional teams to define, design, and ship new features;
- Work with outside data sources and APIs;
- Unit-test code for robustness, including edge cases, usability, and general reliability;
- Work on bug fixing and improving application performance.
- Continuously discover, evaluate, and implement new technologies to maximize development efficiency.

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#### **EDUCATION**

- Bachelor's degree in computer application.
- Pursuing Certificate III in Individual Support
- Forklift License.
- Driver's License.
- First Aid and CPR.

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#### **HOBBIES AND INTERESTS**

- Community Support
- Sky diving.
- Scuba diving;
- Mobile E-games;
- Listen to audio podcast/books;

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#### **REFERENCES**

To be provided upon request.

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