

# ***SALOMIAL ROBINSON MACKELVEY***

## **PROFILE:**

A person who enjoys working as a team player. I believe the skill that I have gained will be a good grounding for my future employment. To strive for new ideas or just learn to craft them compels me to work in an organization which offers a challenging position with growth opportunities.

## **CONTACT:**

PHONE: +92-332-5480887

EMAIL: salomial.mackelvey@outlook.com

## **SKILLS:**

Computer Proficient  
Communication Skills  
Customer Service  
Determination  
Easy Going Person  
Enthusiastic  
Extrovert  
Self-Motivated Individual  
Team Player  
Time management  
Quick Learner

## **LANGUAGES:**

English  
Urdu

## **EDUCATION:**

St. John's High School Rawalpindi  
Secondary School Certificate

St. Patrick's College Karachi  
Bachelor Of Commerce

## **WORK EXPERIENCE**

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### **Customer Care Representative for Walmart**

**IBEX. NOV 2021 – APR 2022**

- ❖ Assist customers with their items purchased through the e-commerce website.
- ❖ Maintain swift responses to customers through email and/or chat.
- ❖ Document each customer query as well as the resulting solution.
- ❖ Able to deal with objections and handle customer pushbacks.

### **Business Development Manager**

**Food Panda APR 2021 – OCT 2021**

- ❖ Arranging business meetings with prospective clients.
- ❖ Documenting sales, income, invoices, etc.
- ❖ Conducting research to identify new markets for potential leads.
- ❖ Proactively assessing circumstances and prioritizing calls.
- ❖ Coordinate schedules, dispatching orders and tracking deliveries.
- ❖ Promoting company's products/services to carry out sales forecasts and market analysis.

### **Admin & Operation Manager**

**Eat Foods MAR 2020 – MAR 2021**

- ❖ Established efficient workflow processes while monitoring daily productivity.
- ❖ Work in compliance with company policies and procedures.
- ❖ Devised and implemented improvements to reporting procedures.
- ❖ Managing and updating company databases and running errands assigned in accordance.

### **Operation Manager**

**Buy Delivery SEP 2017 – FEB 2020**

- ❖ Assist in developing or updating standard operating procedures for all business operational activities.
- ❖ Work in compliance with company policies and procedures
- ❖ Implement processes for receiving product, equipment utilization, inventory management, and shipping.

### **Data Entry Processor**

**RAK Insurance AUG 2016 – JUL 2017**

- ❖ Record extraction and detailed processing of raw data.
- ❖ Apply data program techniques and procedures.
- ❖ Resolving discrepancies in information and obtaining further information for incomplete documents.
- ❖ Generate reports, store completed work in designated locations and perform backup operations.