

Kalindi Suchak

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A highly adaptable Management MSc graduate from the University of Leicester, recognized for outstanding contributions to the School of Business. Demonstrated exceptional communication and leadership skills, acknowledged through the Dean's Award for outstanding contributions. Skilled in business analysis, stakeholder engagement, event management, and group seminar facilitation. Proven proficiency in diverse roles such as Student Ambassador, Sustainability Ambassador, and Postgraduate Student Representative. Certified in consultancy projects, reflecting a commitment to skill enrichment and people-oriented project management. With experience in retail and fluency in multiple languages, I am well-equipped to excel in strategy consultancy and similar roles, driving client and people engagement while delivering positive outcomes for organizations.

EDUCATION

- **The University of Leicester**, Leicester, UK September 2022-Jan 2024
Management MSc – Merit; Association of MBA (AMBA) and Chartered Management Institute (CMI) Accredited
Key modules: Management Decisions and Risk Analysis, Management in Practice, Management Project, Marketing Management, Accounting and Finance for Managers, Business Economics, Managing Change and Uncertainty, Managing Digital technologies and Business Analytics and Organizational Behaviour
- **University of Mumbai – Mithibai College**, Maharashtra, India June 2018-May 2021
Bachelor of Science : GPA: 8.93/10
1st Year Subjects: Microbiology, Zoology, Chemistry, 2nd Year Subjects: Zoology, Chemistry 3rd Year Major: Zoology
- **Maharashtra State Board**, Maharashtra, India June 2015-May 2017
Higher Secondary Certificate: Science – Merit
Main Subjects: Physics, Chemistry, Biology, Mathematics and Information Technology (IT)
- **Central Board of Secondary Education**, India June 2014-May 2015
10th Grade - CGPA 10.0/10.0
Subjects: English, Hindi, Social Science, Science, Maths

EXPERIENCE

University of Leicester, Leicester, UK

Student Ambassador

September 2022- Jan 2024

General Duties:

- Assisted in conducting and recruiting students for on-campus events at School of Business such as Postgraduate Induction, Re-Freshers Fair, Careers Fair inauguration, Global Mix-and-Mingle café and Campus tours receiving positive student feedback. Signposted struggling students to Welfare, Wellbeing, Student Support, Library, Academic Skills Centre, Accessibility, and Students Union as per discretion and provided materials and resources related to career choices as required.
- Supported continuous improvement of student experience by consistently reporting feedback, issues, and trends to support staff colleagues, establishing a reputation as a positive role model and trusted student ambassador.
- Guaranteed student satisfaction by providing information and guidance on academic and non-academic inquiries, offering empathetic one-to-one and group support on academic, emotional, and social issues.
- Sensitively supported students navigating difficult situations to offer a safe space to talk and provide relevant assistance.
- Initiated appropriate action in cases of student well-being concerns in line with school regulations while adapting to strict confidentiality of student information.

Study Well - Student Facilitator:

- Engaged in comprehensive training by Weaver Insight and actively facilitated over 75 Wellbeing Conversations for first-year undergraduate students, utilizing the Amiko Card system, creative action coaching, and reflective activities to enhance well-being, communication skills, and personal growth while demonstrating strong presentation, interpersonal, and adaptability skills.
- Applied creative action coaching techniques to empower students, fostering resilience and deepening listening skills during peer coaching sessions, while promoting personal growth and effective teamwork.
- Facilitated reflective activities and encouraged creative thinking among students, leveraging questioning, active listening, and kindness to unlock new insights, all while collaborating with professionals and colleagues from diverse backgrounds, showcasing strong communication, adaptability, and teamwork.

Sustainability Ambassador / Carbon Literate

April 2023 – Sept 2023

- Attended meetings, engaged, and collaborated with faculty, staff, and student organizations to organize workshops, events, and campaigns focused on sustainability education and awareness.
- Motivated fellow students to take an active role in sustainability efforts on campus and beyond.

Fame Fashions, Leicester, UK

Retail Floor Assistant (Part-Time)

July 2023

- Specialized in customer service and product presentation during tenure at the fashion retail store, managing the till expertly, ensuring accurate financial transactions, and providing efficient customer checkout experiences.
- Focused on visual merchandising of clothing sections, shoes, toys, makeup, and various accessories to ensure an intuitive shopping experience for customers creatively displaying items by category such as day wear, party wear, and children's clothing, enhancing skills in visual aesthetics, customer engagement and offering tailored recommendations based on their needs.

- Took on the responsibility of inventory management and store upkeep in a separate aspect of the role at the fashion retail store, conducting detailed stock checks, skillfully restocking items, and maintaining the store's overall cleanliness and order. Involvement in these areas developed attention to detail and the ability to maintain high standards of store presentation, crucial in a fashion retail environment.

KG's and INCHS, Mumbai, India
Social Media Marketing Specialist

04/2021 - 09/2021

- Restructured e-marketing strategy and algorithms after thorough competitor analysis, leading to enhanced digital marketing efforts and a notable 60% increase in followers.
- Advised on various techniques such as search engine optimization for client growth, leveraging insights from online trends and engaging content strategies.
- Effectively managed upcoming offers and meticulously planned their execution on social media platforms, resulting in the acquisition of more online clients through strategic campaigns.
- Collaborated closely with the founder to design templates for efficient processing, ensuring seamless execution of marketing initiatives.
- Created engaging posts and stories for upcoming challenges and offers, captivating the audience and driving participation.
- Utilized operant conditioning techniques to involve the client base and encourage commitment follow-through, while also curating digital marketing strategies in collaboration with relevant brands to expand the audience base.

Paval Farsan and Sweets Mart, Kalyan, Indian
Multi-Faceted Business Support Specialist

06/2020 - 05/2021

- Spearheaded multiple roles within the family business, including retail sales support during workforce shortages, addressing product inquiries and managing billing procedures, and overseeing social media marketing, digitalization, and customer service during the COVID-19 pandemic.
- Implemented strategies to adapt to the evolving business landscape, such as developing ideas and promotions for transitioning to hybrid working models, resulting in a noticeable increase in product sales and market competitiveness.
- Played a key role in training employees to adhere to COVID-19 guidelines, ensuring operational efficiency and compliance with safety protocols while maintaining high levels of customer service.
- Proactively analyzed consumer trends and preferences to optimize product offerings and enhance outreach strategies, effectively predicting market shifts and crafting engaging media scripts for various purposes.
- Demonstrated proficiency in resolving customer queries promptly and ensuring overall satisfaction, leading to an uptick in positive reviews and customer retention rates.
- Managed cash handling responsibilities during busy festive periods, maintaining accuracy and efficiency in financial transactions, and effectively managed sales and customer service operations in high-pressure environments.

Path Breaker Skill Enterprises, Mumbai, India
Social Media Intern

02/2020 - 04/2020

- Managed social media content across Twitter, Instagram, Facebook, and a mobile application, ensuring consistent and engaging posts aligned with the company's mission and branding.
- Coordinated with a partner to optimize the content calendar, enhancing content scheduling and strategic posting across multiple platforms for improved online presence.
- Accounted for post metrics including reshares, impressions, and amplification, effectively tracking progress and increasing Twitter engagement rate to 0.7%.
- Leveraged data analysis to understand platform-specific trends, leading to a 28% increase in profile followings and informing future strategic goals and implementations.
- Generated innovative ideas to increase reach and interaction, involving ambassadors in campaigns for growth and promotion, and suggesting collaborations with similar interest organizations.
- Initiated campaigns promoting kindness and volunteering opportunities for youth during the pandemic, while actively moderating user-generated content to ensure alignment with the company's mission and branding

POSITIONS OF RESPONSIBILITY

University of Leicester – School of Business, Leicester, UK
Employability and Enterprise Committee (EEC)

Jan 2023 -September 2023

Postgraduate Student Representative

- Actively engaged with academics and professionals across the School of Business, attending meetings and networking events to represent postgraduate student interests within the Employability and Enterprise Committee, contributing to discussions, decision-making processes, and fostering collaboration with stakeholders to enhance employability initiatives.
- Supported the continuous enhancement of postgraduate student employability by facilitating effective communication, promoting awareness of resources, and advocating for increased access to initiatives within the School of Business community.
- Demonstrated unwavering commitment to student representation and advocacy, serving as a reliable liaison between postgraduate students and committee members, while fostering a positive and inclusive environment conducive to student engagement and collaboration

University of Mumbai - Mithibai College

- Held the position of Administrative Coordinator for Mithibai College Cultural Committee's Drama team. (June-December 2019)
- Served as the content creator for the college's official YouTube channel, 'Mithibai Now' with a team of 8. (2019-20)
- Hospitality Assitant in the Organizing Committee of Animaux- Mithibai's First Zoology Fest, helping manage and overlook hospitality for the festival at various locations. (2019-2020)

AWARDS AND EXTRA-CURRICULAR INVOLVEMENTS

University of Leicester, Leicester, UK

1. Recipient of Dean's Award 2024 for Outstanding Contributions to the University of Leicester School of Business. (1 Recipient out of Winter 2024 Graduating Cohort)
2. Practera Consultancy Project (July 2023):
Obtained PCA Projects Completer certification and a LinkedIn badge from Practera, collaborating in a diverse virtual team to solve authentic business challenges, provide marketing, sustainability, and growth solutions for the allotted client, and gain valuable real-world skills and insights, fostering professional growth and networking opportunities.
3. Careers and Employability: Radical Sustainability (June 2023)
 - Consultancy Challenge: Sustainable Innovator. Project: A Miniature Nuclear Reactor. Link: <https://bit.ly/UoLRadicalSustainability>
 - Carbon Literacy Project: Carbon Literate Qualification complete.
4. Represented the School of Business and the MSc Management by participating in a reaccreditation visit with an external accreditation panel. (21 March 2023)

University of Mumbai - Mithibai College

5. Completed a 30-hour online experiential learning program in clinical psychology organized by The Mind Garden. (October 2020)
6. Participated in a workshop on communication skills conducted by Mrs. Padma Rolla. (February 2020)

VOLUNTEERING AND COMMUNITY ENGAGEMENT

1. Vaishnav Youth Organisation Education

Since Jan 2024

Volunteer Teacher

Passionate volunteer engaging students aged 10-15, who are eager to reconnect with their cultural roots. Through tailored community teaching sessions, I facilitate exploration and understanding of their heritage, incorporating elements such as arts and crafts, festive celebrations and their scientific alignment, chanting, and cultural appreciation to empower and enrich their journey of self-discovery and cultural connection.

2. University of Leicester Students Union Victoria Park Cleanup Initiative

2023

Actively volunteered in the University of Leicester Students Union Victoria Park Cleanup Initiative, contributing to the cleanliness and environmental well-being of the local community.

University of Mumbai - Mithibai College

3. National Service Scheme (NSS) Team Leader (2018-2020):

- Progressed as a team leader of 9 during the second year of the National Service Scheme.
- Actively participated in and organised campaigns for pulse polio vaccination, AIDS awareness, cleanliness drives, anti-dowry rallies, Swacch Bharat Mission (Clean India Mission), tree plantation drives, paper bag projects and more.
- Contributed to college projects focused on slum development and coastal clean-up drives.

4. NSS Rural Village Residential Camp (7 days):

Engaged in a transformative 7-day residential camp in a rural village, immersing in the local lifestyle to better understand their daily challenges and the importance of connecting communities to access necessities like milk, hospitals, and schools. Focused on bridging disparities and bringing everyone to the same level of essential resources and opportunities, fostering a sense of community and equity

5. Volunteer Leader (October 2018):

Served as a volunteer leader in a 4-day workshop conducted by Art Paathshala, dedicated to educating the underprivileged and fostering their growth.

6. Harmony International Conference (2019):

Actively participated in the Harmony International Conference for Youth Against Slavery, engaging in initiatives addressing critical global issues

Soft Skills: Customer service; Teamwork; Communication; Interpersonal skills; Event hosting support; Social media engagement techniques; Outgoing and confident personality; Campus activations; Recruiting; Student success initiatives; Feedback reporting; Group instruction; Empathetic communicator; Active listening; Student motivation

Hard Skills: Strategy Research and Consulting; Information gathering and analysis; Administrative abilities;

Technical Skills: Microsoft Excel; PowerPoint; Word; Outlook; Teams; Canva; Smartphone proficiency.

Transferable Skills: Customer service; Recruiting; Feedback reporting; Group instruction; Social media engagement techniques; Confidentiality focused.

Languages: English, Hindi, Marathi, Gujarati.