

Kadoko Chanda

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Skills & expertise

- Marketing Strategy
- Business Development
- Entrepreneurial
- PPC, Google AdWords & Analytics
- Email Marketing (mail chimp)
- Content writing
- Facebook ads
- Market Research
- Project management
- Customer Service
- Web languages (HTML and CSS)
- Shopify
- Google sheets
- Analytical (strong knowledge of Excel)

Work history

Rec Products Ltd - Ecommerce & Asset Recovery Manager (London) From 04/2016

- Managing day to day operations of the warehouse, eBay and Amazon account.
- Managing all available resources to maximise sales outputs and setting targets
- Improving working schedules and efficiencies and managing the warehouse
- Research cost saving initiatives (packaging, shipping costs, etc) and ensure healthy stock levels of all consumables
 - Developing new cost management sheets based on expenditures and researching ways to improve efficiency in shipping
 - Managing budgets and costs
- Managing deliveries and incoming stock
- Ensuring all listings and eBay orders are made on time and packaged ready for delivery to customers
- Communicate with customer and ensuring collections are processed on time.
- Develop and maintain wholesale buyer contacts
- Introduced royal mail online business account system and integrated ecommerce shipping with royal mail shipping and collection
- Develop contacts with other companies in various sectors to create long term mutual relationships
- Performance and financial reporting, tracking sales and listings to ensure targets are meet.
- Recognising value of incoming goods and determining how all goods get processed and listed
- Resolve customer disputes and analysing ways to improve customer experience
- Designing a new KPI system, teaching it to all employees, implementing it and monitoring the performance objectives
- Designing customer review system based on Google forms
- Growing the company from 4 employees to 6
 - Managing, coaching, and developing a team of diverse individuals, from recruitment to induction
 - Designed new organisational structure and hired new employees to increase sales and listing
 - Setting quarterly and yearly employee objectives to achieve organisational goals
- Assigning staff responsibilities and ensuring tasks are delivered with effectiveness
- Complete quarterly and yearly appraisals for staff
- Monitoring all employees to determine potential for progression and managing employee holidays

D&Co UK Ltd - Internet sales & warehouse operative (London) From 07/2015 to 03/2016

- Create new database in MySQL for the company website.
- Restore company website from previous crash and create weekly website backups on frontend (Magento) and back end
- Manage company website and other online portals (eBay and social media accounts)
- Assist in dispatching orders for eBay and wholesale.
- Book appointment for collecting all parcel and pallet from royal mail, iparcel, parcel force, UKMail and other delivery companies.
- Track and trace all outbound and dispatched parcels and pallets.
- Keeping track of inventory, sales record and updating warehouse database and stock levels
- Generate new leads for the business through telemarketing, internet research and networking.
- Deal with all aspects of sales campaign (Mail chimp)

Freelance - Business strategy and Digital Marketing From 10/2014 to 06/2015

- Content writing (blogging, video, imagery)
- Market and product research for businesses
- Managing digital marketing campaigns (social media, PPC, Google analytics and ad-words).
- Analyzing campaign performance against desired goal and adjusting according to company goals
- Conducting product and market research for businesses (mainly SME and startups)
- Business strategy and operations
- Business development (Business Plan and Feasibility)
- Editing and designing websites

Africa Connect - Logistics and Digital Marketing (Netherlands) From 08/2013 to 10/2014

- Provide logistical support such as custom clearance, import and export for companies
- Identify and build relationships with new clients
- Creating and scheduling all social media content
- Maintain a consistent quality for each brand.
- Developed financial forecast for business proposals.
- Design website and update

R.M. Transport - Assistant Manager From 06/2009 to 01/2011

- Manage procurement of building materials.
- Planning of daily and weekly responsibilities.
- Planning and budgeting of general services and transportation activities
- Customer service: calling customers to get feedback on customer satisfaction.
- Creating a new network of clients and suppliers for the company.
- Interviewing and screening drivers.

Songe Transport - Logistics officer From 01/2006 to 08/2011

- Work closely with custom agents to clear imported products from custom.
- Manage delivery of products for the company's fleet from airport to final destination.
- Research and identify opportunities available in the market

Qualifications

2012
2010

Master's degree (MBA)
Certificate of Web design

University of Greenwich
New Horizon computer Learning Center

2008
2007

Bachelor of Business
Diploma of Business

Edith Cowan University
Perth Institute of Business & Technology

Languages

English

Portuguese

Elementary Spanish

References

Available upon request