

MUDRA PATEL

West Haven, CT | mudrapatel3017@gmail.com | +1 (862) 881-6940 | [linkedin.com/in/patel-mudra](https://www.linkedin.com/in/patel-mudra)

PROFESSIONAL SUMMARY

Business Administration and Management student with 6+ years of customer service, retail, and hospitality leadership experience, including 4+ years in operations management and team leadership. Proven ability to lead cross-functional teams, improve operational efficiency, streamline business processes, and deliver exceptional customer experiences. Experienced in inventory management, KPI tracking, workforce scheduling, vendor coordination, and employee development. Strong analytical mindset with proficiency in Microsoft Excel and Microsoft Office and working knowledge of Power BI. Currently pursuing a Bachelor of Business Administration with a 3.9 GPA, expected December 2026, seeking a Business Administration, Operations, Business Analyst, or Project Management internship where leadership experience and business knowledge can create measurable value.

SKILLS

Business & Operations: Operations Management, Business Operations, Process Improvement, Project Coordination, Inventory Management, Workforce Scheduling

Leadership: Team Leadership, Employee Training & Development, Performance Coaching, Vendor Coordination, Stakeholder Communication

Analytics & Technology: Microsoft Excel (Advanced), Microsoft Office Suite, Power BI (Basic), Data Analysis, KPI Reporting, POS & Inventory Management Systems

Professional: Customer Relationship Management (CRM), Problem Solving, Communication, Time Management, Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

Assistant Hospitality Retail Manager / Operations Manager | Compass Group Canada *Jun 2023 – Nov 2024*

- Managed daily operations across multiple retail business units, including Amazon Just Walk Out locations, catering, and coffee operations.
- Supervised and trained 25+ employees while maintaining operational excellence.
- Supported the launch of three new retail units through planning, staffing, and workflow implementation.
- Coordinated with vendors and stakeholders to improve inventory accuracy and operational efficiency.
- Monitored operational performance and identified process improvements.

Supervisor / Assistant Store Manager | Starbucks Canada

Nov 2018 – Nov 2024

- Led day-to-day store operations in a fast-paced environment.
- Assisted with scheduling, onboarding, and coaching employees.
- Managed inventory, cash handling, and compliance.
- Supported labor, sales, and customer satisfaction goals.

EDUCATION

Monroe University — BBA (Expected December 2026) | GPA: 3.9/4.0

Durham College — Business Human Resources Diploma | GPA: 3.3/4.0

CERTIFICATIONS

- Microsoft Business Analyst Professional Certificate (In Progress)
- UX Design Certificate
- Amazon Just Walk Out Operations Training
- Food Safety & Handling
- WHMIS