

Contact

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Address

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Expertise

- Business Planning
- Accuracy and Compliance
- Proficient with MS- Office.
- Scheduling and coordination
- Billing, Data Entry and Reporting
- Customer Service and conversion Skills
- Inventory management

ACCOMPLISHMENTS

- Awarded with President's Award in Scouts & Guide.
- Awarded At Pan India Level 0% discrepancy Award at MAX NEWYORK LIFE
- Awarded as the best Social worker for Urban & Rural camp for community development. Acted as a Chairperson &
- Advisor for College Social Service League

Khushbu Jalan

Professional Summary

Highly motivated and detail-oriented professional with over 13 years of experience in customer-facing, administrative, and business operations roles across retail, insurance, and entrepreneurial environments. Brings a strong background in office administration, coordination, documentation, and customer relationship management. Proven ability to manage daily operations, maintain accurate records, support management teams, and ensure efficient workflow processes.

Experience includes 3 years with Kay Jewelers, where consistent performance led to fast promotion and professional recognition; 9 years as an entrepreneur successfully managing a bootstrapped garment retail business in India; and 1.5 years as an Agency Coordinator with MAX New York Life Insurance, supporting branch operations and client coordination. Known for strong communication, customer acquisition, and organizational skills, with a high level of professionalism and reliability. Actively seeking an administrative role in banking or office management where operational efficiency, accuracy, and customer service excellence are valued.

Experience

04/2023 to 01/2026

KAY JEWELERS STAMFORD CT, USA

Key Jewelers – Jewelry Consultant → Key Holder → Assistant Manager

Key Achievements

- Consistently recognized as Best Sales Executive for 2023 and 2024, based on sales performance, customer satisfaction, and conversion metrics
- Promoted from Part-Time Associate to Full-Time Store Key Holder within 12 months, reflecting strong performance, reliability, and leadership potential
- Further promoted to Assistant Manager, entrusted with increased operational, administrative, and supervisory responsibilities
- Selected to receive direct instruction, communication, and operational guidance from the District Manager, demonstrating high trust and accountability
- Proactively upgraded professional qualifications by earning DCA Certification and Graduate Gemologist credentials to strengthen technical expertise and service quality

Roles & Responsibilities

- Managed front-end and back-office operations, including cash handling, transaction processing, daily reconciliation, and secure cash controls
 - Maintained accurate office records, documentation, and reports, ensuring compliance and operational efficiency
 - Trained, mentored, and supported team members and new joiners, improving onboarding effectiveness and service consistency
 - Collaborated closely with store leadership to meet and exceed store sales targets through coordinated team effort
 - Delivered high-quality customer service, converting walk-in inquiries into successful sales and long-term client relationships
 - Handled customer concerns and escalations professionally, ensuring satisfaction and brand trust
 - Supported management with administrative, operational, and scheduling tasks to ensure smooth daily workflow
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Education

2025

DCA Certification

Gemologist of America

2024

GSI Certification

Gemologist of America

07/2008

Master of Commerce,

MUMBAI UNIVERSITY,
MUMBAI,INDIA

03/2006

Bachelors of. Commerce,

SYDENHAMNS COLLEGE of
COMMERCE, MUMBAI, INDIA

06/2005

Diploma in Event Management,

National Institute of Event
Management, MUMBAI, INDIA

03/2003

High School Diploma,

LOYOLA HIGH SCHOOL,
JAMSHEDPUR, INDIA

Khushbu Jalan

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07/2012 to 07/2024

WHY NOT? THE DESIGNER STUDIO, BANGALORE, INDIA

ENTREPRENEUR

Entrepreneur with 9+ years of experience building and growing a successful retail business. Skilled in driving consistent revenue growth, increasing customer conversion, and building a loyal client base through personalized service.

Key Points:

- Founded and successfully managed a fashion retail business in women fashion.
- Built the business from concept to profitable operations through strategic planning and execution
- Managed end-to-end daily operations, including sales, inventory, sourcing, and store presentation
- Developed a loyal customer base through personalized service and relationship building
- Planned and implemented effective marketing and promotional campaigns
- Handled budgeting, expense control, and financial record-keeping
- Coordinated with suppliers and vendors to ensure quality and timely sourcing
- Recruited, trained, and supervised staff to improve productivity and service quality
- Analyzed market trends to expand product lines and stay competitive
- Improved operational efficiency and workflow organization
- Maintained high standards of customer service and brand reputation
- Adapted business strategies to changing market conditions for long-term sustainability

06/2008 to 10/2009

Max New York Life Insurance Co, JAMSHEDPUR, INDIA

AGENCY COORDINATOR

- Processed insurance applications and policy documentation accurately
- Maintained client records and confidential files
- Coordinated agent onboarding, training, and schedules
- Handled billing, premium payments, and policy renewals
- Verified customer information and compliance documents
- Assisted customers with policy inquiries and service requests
- Ensured 100% accuracy in reporting and record management
- Supported sales agents with administrative and operational tasks
- Managed correspondence, emails, and client follow-ups
- Resolved documentation and policy discrepancies promptly
- Maintained compliance with company and regulatory standards
- Recognized for reliability, organization, and attention to detail

04/2004 to 06/2007

Dream Wedding Architects, MUMBAI, INDIA

EVENT MANAGER

- Planned and executed end-to-end wedding events
- Worked closely with clients to determine event themes and budgets
- Managed all vendor interactions, including caterers, decorators, photographers, and venues
- Created detailed event schedules and timelines
- Oversaw event setup, décor, and logistics
- Managed all financial aspects, including event costs and budgets
- Coordinated all event activities on the wedding day
- Handled on-site situations calmly and professionally
- Delivered personalized experiences tailored to client preferences
- Ensured high customer satisfaction and repeat referrals
- Managed guest coordination and hospitality services