

CHETAN JANGALE

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PROFILE AT A GLANCE

Dedicated and detail-centric **Aerospace and Aeronautical Engineering** with hands-on experience in using software like Ansys and Star CCM+ for simulations and analysis. Well-versed in **leading and motivating teams** as Assistant Store Manager at Amazon Fresh, with a focus on **delivering exceptional customer service**, driving performance, and ensuring operational efficiency. Proficient in customer-facing roles, including **managing customer inquiries** and resolving escalations swiftly, ensuring high satisfaction levels. Experienced in working within **cross-functional teams** and collaborating with diverse departments, both in **technical and non-technical environments**, to meet organizational goals. Robust in **adopting new technologies**, with a strong background in problem-solving, and a proactive approach to learning in dynamic, fast-paced work environments.

AREAS OF EXPERTISE

Leadership and Team Management	Customer Service
Technical Problem Solving	Adaptability and Learning
Communication Skills	Analytical Thinking
Project Management	Inventory and Stock Management
Technology and Software Proficiency	Retail Operations Management
IT Troubleshooting and Systems Maintenance	Safety and Quality Standards Management
Data Analysis and Reporting	Supply Chain Management

PROFESSIONAL EXPERIENCE

Assistant Store Manager | Amazon Fresh (Canary wharf) | August 2021 – August 2025

- Oversaw daily store operations to optimize workflow and deliver outstanding customer service.
- Led and mentored a team of associates, providing training and support to help them achieve performance targets.
- Handled inventory management, perform routine audits, and maintain accurate stock levels to ensure smooth operations.
- Ensured adherence to safety and quality standards, fostering a safe and efficient work environment.
- Resolved technical issues in-store using Amazon tools like SUSAN, Coulson, and address problems with JWO sensors and cameras, while also managing store merchandising, POS systems, and third-party online deliveries.

IT Service Associate | Swaminarayan Temple Trust (ISSO)(NGO) (part time) | April 2014 – December 2020

- Performed technical inspections to identify and resolve critical hardware issues through effective planning and execution.
- Managed hardware performance, network connectivity, and software updates for an office with over 50 computers.
- Oversaw the installation, upgrading, and troubleshooting of computer systems to ensure optimal functionality.
- Diagnosed computer errors, identify root causes, and propose effective solutions to resolve technical issues.
- Ensured the smooth operation of IT systems by performing routine maintenance and addressing technical challenges promptly.

EDUCATION

- Master of Science in Aerospace Engineering (Advanced Practice) from Teesside University; United Kingdom | Jan 2021 – Jan 2023
- Bachelor of Engineering in Aeronautical Engineering from Gujarat Technological University (India) | 2015 – 2020