

## **DHWANI SHAH**

**Orlando, Florida**

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### **PROFESSIONAL SUMMARY**

Experienced entrepreneur, business owner, and community leader with more than 28 years of professional experience in the travel industry, business management, administration, leadership, communication, and community service. Proven experience managing multiple business locations, employees, customer relationships, vendors, daily operations, and administrative functions. Strong organizational, interpersonal, problem-solving, and team-management skills.

### **PROFESSIONAL EXPERIENCE**

#### **Founder & Owner — Pleasure Holidays Inc.**

##### **Orlando, Florida | 2010–Present**

- Founded Pleasure Holidays Inc. in 2010 after moving to Orlando.
- Achieved IATA-approved travel agency status in 2011.
- More than 28 years of experience in the travel industry, beginning in 1996.
- Extensive knowledge of international travel and visa requirements for countries around the world.
- Specialized knowledge of U.S. non-immigrant visa procedures and requirements.
- Manage business operations, customer relationships, administration, planning, and coordination.
- Work with clients from diverse cultural and professional backgrounds.

#### **Multi-Center Franchise Owner — The UPS Store**

##### **Orlando, Florida | 2013–Present**

- Own and oversee multiple franchise locations.
- Manage employees, customer service, daily operations, and administrative responsibilities.
- Coordinate teams and maintain consistent standards of service and professionalism.

- Manage relationships with customers, vendors, employees, and business partners.
- Oversee operational planning, financial administration, problem-solving, and business development.
- Develop and maintain efficient processes across multiple locations.

#### **Franchisee — 7-Eleven**

##### **Central Florida | 2021–Present**

- Manage day-to-day business operations in a fast-paced environment.
- Oversee employees, customer service, inventory, administration, and operational responsibilities.
- Maintain professional relationships with employees, customers, vendors, and business partners.
- Ensure efficient operations while maintaining high standards of customer service.

#### **COMMUNITY & LEADERSHIP EXPERIENCE**

##### **Associate Board Member — 7-Eleven Central Florida FOA**

- Participate in discussions and initiatives involving franchise owners and the Central Florida franchisee community.
- Collaborate with fellow franchise owners and association leadership.
- Contribute practical business experience, ideas, and perspectives.
- Support communication and cooperation among franchise owners.

##### **Former Vice President — Gujarati Society of Central Florida**

- Served as Vice President and participated in community programs and organizational activities.
- Worked with community leaders, volunteers, and members to support events and initiatives.
- Gained experience in community organization, communication, coordination, and teamwork.

## **Founding Trustee — Vaishnav Sangh of USA Inc.**

### **DBA Vrajdharm Haveli, Orlando**

- Served as a Founding Trustee during the organization's development.
- Participated in organizational planning and community activities.
- Worked with fellow trustees and community members to support the organization's mission and initiatives.
- Contributed leadership, organizational skills, and community service.

## **EDUCATION**

### **Bachelor of Commerce**

Ahmedabad, India

## **KEY SKILLS**

- Business Management & Operations
- Entrepreneurship
- Multi-Location Business Management
- Team Leadership
- Employee Management
- Administration
- Customer Relations
- Communication & Interpersonal Skills
- Event & Meeting Coordination
- Financial & Operational Management
- Business Development
- Problem-Solving & Decision-Making
- Record Keeping & Organization
- Vendor & Business Partner Relations
- Community Relations
- Working with Diverse Communities