

HARSHITHA M

Operations & Data | Client Engagement | Communication
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SUMMARY

Detail-oriented and proactive BBA student with experience in client coordination, data handling, and day-to-day operational work. I've worked with CRM tools and supported teams by ensuring accurate and organised records. I enjoy resolving operational issues, working with data, and completing tasks on time. Comfortable with documentation, workflow coordination, and supporting team operations. Known for critical thinking, problem-solving, and adaptability, and eager to contribute fresh perspectives to business operations and client success.

TECHNICAL SKILLS: Advanced Excel (Data Analysis, Pivot Tables, Reporting) | CRM Tools (Lead Management & Data Tracking) | MS PowerPoint & Google Slides (Presentations, Proposals) | Tally Prime & Tally ERP9 (with GST) |

PROFESSIONAL EXPERIENCE

FORTUNE ONE GROUP

Bangalore, Karnataka | July 2025 – September 2025

Pre-Sales Intern

Supported pre-sales activities for two real estate projects, enhancing client engagement and lead generation. Improved communication, market analysis, and CRM proficiency while contributing to sales pipeline development.

- Generated and qualified **15+ high-potential leads** across both real estate projects.
- Consulted with prospective buyers to assess their requirements and matched them with suitable real estate offerings.
- Leveraged CRM tools to manage client information, streamline follow-ups, and track lead progress effectively.
- Gained insights into real estate market trends and customer behaviour, strengthening sales acumen.
- Collaborated with the sales team to enhance client presentations and improve overall pre-sales effectiveness.

R SOCIAL

Bangalore, Karnataka | February 2025 - March 2025

Business Development Intern(Remote)

Contributed to client acquisition and service delivery in business development, focusing on digital solutions such as SEO, Google My Business (GMB), and website optimisation. Developed strong client communication and consultative skills while directly supporting business growth.

- Successfully closed **2–3 new clients**, contributing to revenue growth during the internship period.
- Engaged with potential clients to understand their specific business and website development needs, ensuring alignment with offered services.
- Presented tailored solutions, including SEO, GMB, and digital marketing services, strengthening client relationships and trust.
- Built foundational knowledge of digital marketing services and business development strategies.

CERTIFICATIONS AND COURSES

Advanced Excel

Financial Literacy

HR Management Basics

Tally Prime & ERP9(with GST)(Currently Pursuing)

Project Management(Currently Pursuing)

EDUCATION

**BACHELOR OF BUSINESS ADMINISTRATION(BBA- REGULAR),
MOUNT CARMEL COLLEGE AUTONOMOUS | 2023-2026**

LANGUAGES: English(Fluent)

Tamil(Native)

Kannada(Proficient)

Hindi(Proficient)

INTERESTS: Music(singing, songwriting, and learning instruments) | Travelling and trekking | Podcasts and continuous learning