

# DEVANSHI SENAPATI

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Driven and articulate business graduate with hands-on experience in data analysis, analytical problem-solving, and managing client relationships. Adept at enhancing operational efficiency, as demonstrated by research into digitalization and process improvement in the banking sector. Eager to contribute to a result-driven Operations team by leveraging strong organizational, risk mitigation, and cross-functional collaboration skills to support trade lifecycle processes and maintain data integrity.

## SKILLS

- MS EXCEL
- MS WORD
- MS OFFICE
- MS POWERPOINT
- GOOGLE WORKSPACE
- CRM TOOLS (SALESFORCE, ZOHO)
- CROSS FUNCTIONAL COLLABORATION
- CLIENT RELATIONSHIP BUILDING
- DATA ANALYSIS
- OPERATIONAL EXCELLENCE
- ANALYTICAL PROBLEM SOLVING
- ADAPTABILITY AND LEARNING AGILITY

## PROFESSIONAL EXPERIENCE

- K.G. INTERNATIONAL, DUBAI | MARKETING AND BUSINESS INTERN**

JUNE 2025

  - Supported strategic marketing and business planning initiatives for product launches and promotional campaigns.
  - Conducted salesforce reporting and market analysis to assist in data-driven decision-making.
  - Contributed to promotional planning and content strategy for the “Become ULTRA” campaign.
  - Collaborated on AI-driven research projects to explore automation opportunities in daily business operations.
  - Gained hands-on experience in cross-functional coordination across sales and tech teams to improve customer engagement processes and CRM tracking
- INDUSIND BANK, BHUBANESWAR | RESEARCH INTERN**

MAY 2025

  - Conducted a month-long research project on the effects of digitalization on the operational efficiency of the bank
  - Analyzed banking processes and digital tools to evaluate their impact on productivity and service quality
  - Compiled findings into a detailed report submitted to the HR and operations teams.
  - Gained insights into digital transformation strategies in the Indian banking sector.
- REKONVERSION, VIRTUAL | CLIENT RELATIONSHIP MANAGER**

APRIL 2024

  - Managed client portfolios and ensured high satisfaction through proactive communication and timely issue resolution.
  - Strengthened client retention by anticipating needs and recommending effective service improvements.
  - Conducted client feedback analysis to identify opportunities for value addition and stronger engagement.
  - Collaborated with the business development team to enhance renewal and upsell processes..
- TALENTSERVE, BENGALURU | BUSINESS INTERN**

JUNE 2023

  - Assisted in lead qualification and client outreach, contributing to improved conversion metrics.
  - Researched market trends and competitor strategies to support business development planning.
  - Maintained CRM records for tracking client interactions and performance outcomes.
  - Supported cross-functional coordination between marketing and sales teams for smooth client handovers.

## EDUCATION

- Bachelor of Commerce ( Specialisation in finance)**

Present - 2026

Mount Carmel College
- Senior Secondary: Commerce**

2021 - 2022

DAV Public School, Chandrasekharpur, Bhubaneswar  
GPA: 86.6%
- Secondary**

2020

DAV PublicSchool, Chandrasekharpur, Bhubaneswar  
GPA: 85.6%

## ADDITIONAL INFORMATION

- Certification in **financial modelling by NICTE**
- Served as a core team member of the hospitality sector in college, gaining hands-on experience in team coordination and event management.
- Actively participated in business-related competitions, enhancing strategic thinking and presentation skills.
- Recognised as a fast learner with a strong work ethic; consistently completed tasks ahead of deadlines.
- Awarded **Best Intern** for outstanding performance and proactive contribution during internship.