



# PREETHI PRAKASH

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## SUMMARY

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Results-driven professional with experience in network engineering, customer success, and inside sales. Skilled in driving customer satisfaction, achieving sales goals, and enhancing retention through product knowledge. Adept at adapting to new environments and tackling challenges. Seeking a challenging role to contribute to business growth.

## WORK EXPERIENCE

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### Product Sales Manager, Klamp

Aug 2023 - May 2024

- Prospected leads through cold calling, LinkedIn outreach, and email cadences, building strong client relationships and driving referrals.
- Took a consultative approach to understand customers' needs and presented tailored solutions using Klamp's automation platform.
- Drove revenue by positioning Klamp as a key business tool through demos, proof-of-concepts, and solution discussions.
- Worked with Engineering, Product, and Customer Success teams to develop integration architectures and adoption strategies.
- Advocated for customers, influencing the product roadmap to meet enterprise needs.
- Monitored market trends and competitors to identify new opportunities.
- Assisted in content creation with Marketing (blogs, LinkedIn posts) to increase brand visibility.
- Maintained up-to-date CRM records and engaged in online communities to drive traffic and interest.

### Inside Sales Executive, Codemantra

Nov 2022 - Aug 2023

- Cold called prospects in the US region to identify key players and expand the prospect database.
- Sourced new opportunities through outbound cold calls, emails, and inbound lead follow-ups.
- Collaborated with the other teams to understand customer needs, identify sales opportunities, and drive further development and closure.
- Identified new business opportunities through cold calling, networking, and using tools like ZoomInfo and Apollo.
- Used consultative selling to offer solutions and address objections.
- Conducted product demos and presentations for prospects.
- Reported sales activities and progress to management.
- Upsold subscription plans to existing clients.
- Maintained detailed records in the CRM tool and consistently met or exceeded sales targets and quotas.

### Customer Success Specialist, Think and Learn Pvt Limited

Sept 2020 - Apr 2022

- Focused on retaining expired or soon-to-expire accounts by following up with customers and addressing their needs.
- Built strong relationships with customers, identified opportunities for re-enrollment into the program, and recommended the tablet as a valuable solution for their learning.
- Prepared quotations, offered discounts, and managed budgeting for program renewals and tablet sales.
- Monitored customer progress and worked closely with them to ensure they received maximum value from both the program and tablet.
- Maintained and updated customer databases, ensuring effective follow-ups and successful retention efforts.
- Successfully re-enrolled customers into the program, met retention targets, and drove the adoption of the tablet as a solution for continued learning.

**Network Engineer, Thomson Reuters****Apr 2009 - Dec 2010**

- Engage in identification, analysis and resolution of problems Applying ITIL based framework required for Incident management, change management to deliver quality performance.
- Create end-of-day reports and distribute to internal managers Co- ordinate/communicate with personnel/agencies as required and manage Crisis bridges in case of major incidents.
- Preparation of TIR (Technical Incident reports) for P0 and P1 outages for final preparation of RCA (Root cause analysis) and SIP (Service Improvement Plan) report.
- Convene urgent CAB or ECAB meetings for all urgent RFCs Adopt procedures for proper troubleshooting and to improve efficiency leading to delightful customer service.
- On-call support for any WAN-related issues in Thomson Reuters Supporting the 100+ sites for their WAN and LAN (few sites).
- Building GRE/IPSEC tunnels for internal customers and external vendors.
- Maintain detailed, concise, and timely follow-up communication with customers.

**Technical Support Engineer, Microland Limited****Jan 2007 - Apr 2009**

- Provide high-quality technical responses to agreed timeframes.
- Coordinate with inter-department teams to understand scope and technical requirements.
- Participate in process improvement and internal quality review.
- Communicate effectively across cross-functional teams and work with geographically distributed teams building productive relationships internally and externally, fostering teamwork by keeping colleagues updated on activities.

**EDUCATION**

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**Bachelor of Engineering****Aug 2002 - Sept 2006**

Telecommunications, MVJ College of Engineering  
Bengaluru

**ADDITIONAL INFORMATION**

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- **Technical Skills:** Microsoft Suite, SQL(Basic).
- **Languages:** English, Hindi, Tamil, Telugu and Kannada.
- **Certifications:** CCNA, Diploma in Interior Designing NAFA, Singapore and Diploma in Civil CAD.
- **Awards/Activities:** Recognized for exceptional sales performance, achieving the highest sales figures in Q4 2022. Actively engaged in communities like Indie Hackers and Product Hunt to promote products and convert leads.