

## Contact

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## Skills

English

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# Prachi Sahu

senior process executive | Bhopal

## Summary

Prachi sahu\_Bhopal\_0.00

Promoted in current company

Likely to Explore

## Experience

### senior process executive

[Cognizant Technology Solutions](#) - Apr 2021 - Present . 2 Yrs 10 Mos.

10000+ employees | public | [More Details](#)

Consulting | Industrial Automation | Software |

### business development manager

● [usertense digital pvt ltd](#) - Jan 2021 - Apr 2021 . 3 Mos.

Self/Funded/Govt/Others |

#### Responsibilities

\* Generating leads & connecting to the new/potential clients via LinkedIn & email channel. \* Preparing presentation for potential clients. \* Providing first cut analysis for customer's requirements based on : \* Website SEO performance (On Page & Off Page) | Social media presence and reach (Facebook, Instagram, LinkedIn & Twitter) | Backlinks quality of the website | Meta title, description and Keyword analysis for their website | Website ranking based on keyword analysis (source SEMrush) | Improving organic ranking for brand keywords and non-brand keywords.

### digital marketing executive

● [usertense digital pvt ltd](#) - Jun 2020 - Jan 2021 . 7 Mos.

Self/Funded/Govt/Others |

### customer care manager

● [usertense digital pvt ltd](#) - Apr 2019 - Apr 2020 . 1 Yr 1 Mos.

rana motors - Mar 2019 - Aug 2019 . 5 Mos.

Self/Funded/Govt/Others |

Responsibilities

\* Rana Motors was a new dealer of Maruti Suzuki in Indore \* I always delivered an excellent customer service during my tenure which helped to achieve No.1 across MP. \* Maintained 0 Head Office complaints by resolving around 300+ customer issues & secured CEI Score of 135 \* Aligned the dealer in accordance with the standards of Maruti Suzuki and become the best dealer in the state \* Recruited 7 members & built a strong Customer Care team from scratch in Rana Motors as it was a new dealer in Indore \* Led & mentored a team of 15 members in Customer care department & conducted workshop to effectively solve customer issues in time \*

Elevated the workshop load/revenue which helped to reach a benchmark number for >500 vehicles per month \* Organized various events for increasing customer engagement with various events like mehndi artist for female customers, painting competition for the children, lucky draws & refreshments for the customers

**customer care manager**

adinath car - Sep 2017 - Mar 2019 . 1 Yrs 6 Mos.

Self/Funded/Govt/Others |

Responsibilities

\* Adinath Cars is a dealer of Maruti Suzuki in Sagar MP \* Organize event on the occasion of Christmas to increase the customer load where 48 vehicle reported on same day. \* Achieved a monthly target of maintaining about 30 to 40 daily paid service vehicles. \* Managed daily workshop activities and guiding sub-ordinates to increase productivity of workshop \* Led 5 sub-branches (Sagar, Damoh, Bina, Tikamgarh & Chhatarpur) & made strategies to focus upon increasing the vehicle appointments by CCEs \* Recruited 10+ fellow team members and forming a strong team to ensure productivity

**customer relationship manager**

my equipment - Nov 2015 - Aug 2017 . 1 Yrs 9 Mos.

Self/Funded/Govt/Others |

Responsibilities

\* My Equipment is a dealer of JCB in Bhopal, MP \* Managed daily activities of Bhopal Head Office and other sub-branches \* Assigned advisors and engineers to handle customer complaints and service requirements \* Maintained daily records such as SAP, facility check sheet, raw observation, DBMS tracker, delivery timing tracker, etc.

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## Education

**Bachelor Of Technology (B.Tech/B.E), communications**

2011-2015 - Rajiv Gandhi Proudhyogiki Vishwavidyalaya