

Prashant Singh

Senior Associate

Contact

Address

Ahmedabad, GJ, 382418

Phone

8799675041

E-mail

1junepks@gmail.com

Skills

Marketing and advertising

Very Good

Data Analysis

Very Good

Tableau & Power BI

Very Good

Communication

Very Good

Market Analysis

Very Good

Campaign management

Good

Business Development

Very Good

Strategy Making

Very Good

An aspiring marketing professional with an analytical and problem-solving mindset also possesses good communication and interpersonal skills, a highly focused individual with experience in business development, social media promotion, client handling, sales, and market research

Work History

2021-05 -
Current

Senior Associate (Client Experience)

Delhivery India, Ahmedabad, Gujarat

- Delivering **outstanding service to clients to maintain and extend relationships** for future business opportunities.
- Handling clients **escalations regarding late deliveries, cancelled pickups, damaged and lost shipments** etc.
- Taking **continuous follow up with operations** team to ensure deliveries in given TAT (Turn around time)
- **Analyzing MIS and performance reports on daily basis**, Raising immediate escalation of any downfall in service for immediate plug-in loopholes for further improvement
- Intimating operations regarding any additional requirement from clients end
- **Supervised daily operations and sales functions** to maximize revenue, customer satisfaction and employee productivity.
- Preparing **monthly performance report** of each client to measure serviceability
- **Arranging performance review meetings, training clients** on uses of various panels and dashboards

2017-12 -
2018-07

Loan Specialist (Sales)

Lendingkart Finance Limited, Ahmedabad, Gujarat

- **Originated, reviewed, processed, closed** and administered customer loan proposals.
- Recommended **loan approvals and denials** based on customer loan application reviews.
- Managed **communication between the applicant and other departments** by forwarding the needs and requirement of the client to diligence and the credit

team

- Processed **loan documents and scrutinized risk associated** with each applicants based on their **credit score and perfios score**
- Executed **B2C sales** and solved queries about the process by directly communicating and interacting with the clients and added more than 20 new customers every month

Internships

- **Sales and Marketing** Internship with COHO INDIA
- **Market Research** Internship with STARTUPMANCH
- **Content Writing** Internship with a online blogging website

Education

2019-06 -
2021-04

Post Graduate Diploma in Management: Marketing & Analytics

Great Lakes Institute of Management - Gurgaon

2013-06 -
2017-04

Bachelor of Engineering: Automobile Engineering

Government Engineering College - Modasa

Accomplishments

- National level winner in a competition held by IIT Kharagpur in which we have made a video advertisement on Ustraa
- Authored a marketing white paper on "How marketers can operate with the limited budget during economic downfall"