



Prerna Khurana

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SUMMARY:

Motivated Client Servicing professional and a dedicated team player with over 8 years of strong commitment to quality service and demonstrating leadership skills while training and guiding team members to achieve professional goals and the client to achieve business goals.

SKILLS:

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| <ul style="list-style-type: none">• Project Management• Microsoft Office Expertise• Key Account Management• Team Handling | <ul style="list-style-type: none">• Secondary Research• PowerPoint Presentations• Stakeholder Engagement• Coaching & Mentoring |
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EXPERIENCE:

ASSISTANT MANAGER, 03/2023 – Current

Deloitte USI- Gurugram

- Independently handling end-to-end project management of initiatives on the account which pertains to all account-based marketing, client relationship management, account strategy, account contracting, internal operations.
- Assist in the development and maintenance of account marketing assets, marketing campaigns, proposal assets, on-boarding/off-boarding assets and processes.
- Act as an advisor to the account leadership by sieving through information and providing perspective.
- Support information needs for client meetings, client facing materials, leadership presentations.
- Assist in the development and maintenance of account relationship tools including relationship map, organizational charts.
- Work with account leadership in developing and implementing the Confidentiality Information Program including on-boarding and off-boarding of team members.
- Coach and mentor the team on project management, client management, teaming, and other professional attributes.
- Conduct training sessions for process improvement
- Identify strengths of team members to provide them with opportunities and coach them in professional growth.

Sr. Associate Assurance - PMO, 11/2018 – 03/2023

EY - GDS – Gurugram

- Project Management for Global Assurance engagements with the assigned teams, through various processes, such as multi-location coordination, client account management.
- Independently work on critical engagements, projects which include implementing Standard Quality Management as and when required.
- Work with PPED and other stakeholders to understand their needs and provide excellent service throughout their Audit cycle.
- Act as a owner of all process related documents and ensured that they are up to date
- Review and present deliverables on assurance project status, risk and results while ensuring that the timelines are met.
- Review and present post engagement analysis, of assigned clients, showcasing- trends, KPI's and deep dive analysis.
- Manage the performance of team members through regular check-ins, providing timely feedback based on personal observations and client responses.
- Drive quality culture and promote process improvements in the team.

Deputy Manager, 07/2015 – 11/ 2018

Axis Bank – Delhi

- Manage banking operations effectively and efficiently inclusive of implementing short/long term plans.
- Ensure compliance to rules and regulations including latest circulars and notifications.
- Coordinate with various branches and managing a variety of branch banking operations.
- Strive to deliver customer delight by ensuring that the account plan aligned is with client objectives and interests in order to exceed the client expectations.
- Handle client portfolios and being responsible for activities such as customer acquisition and relationship management.
- Interface with the clients to understand their requirements and cultivate relations with them for customer retention and securing repeat business.

Expansion of Alumni Network (Internship), 05/ 2014 – 07/ 2014

EY – Gurugram

EDUCATION :

JIMS, Delhi, 2013/2015, Post Graduate Diploma in Management

Delhi University, 2009/2012 , Bachelors of Business Economics

LANGUAGES :

- Hindi
- English