

Shivani Rai

(+91 9468211523)

shivanirai.1994as@gmail.com

747/4991, G.H.B, Bapunagar, Ahmedabad

Profile

I am a driven and committed professional who has successfully worked in diverse roles within the IT, pharmaceutical, and security sectors. My experience includes positions as a project executive, lead generator, customer service representative, and administrative professional. These roles have equipped me with a well-rounded skill set to drive organizational growth and achieve success. I excel in conducting research, managing databases, interacting with customers, and overseeing office operations. Throughout my career, I have consistently demonstrated excellent communication abilities, meticulous attention to detail, and a proven capacity to excel both autonomously and collaboratively within a team setting.

Professional Experience

PHARMALANE UK Ltd.

Project Executive

Aug, 2022— Present

- Coordinate with auditors, suppliers, and clients for seamless project execution.
- Facilitate communication and information exchange among stakeholders.
- Monitor project timelines and ensure adherence to deadlines.
- Address issues and concerns raised by auditors, suppliers, and clients.
- Maintain accurate documentation and records.
- Act as the primary point of contact for clients, providing regular updates.
- Collaborate with auditors to gather necessary information and documentation.
- Foster positive working relationships with all parties involved.

AMPLELOGIC (IT Company)

Associate as Lead Generator

January, 2022 — July, 2022

- Research, track, maintain and update leads
- Make outgoing calls to develop new business
- Contact prospects to qualify leads
- Direct email marketing to key clients and prospects
- Research and maintain lead generation database
- Conduct client or market surveys to obtain information about potential leads
- Participate in the preparation of proposals and / or sales presentations
- Provide accurate and timely information to management
- Develop a strong knowledge of the company's products and services in order to facilitate the sales process.

BENMOON PHARMA RESEARCH PVT LTD

Customer Representative

January, 2019 — December 2019

- Answers incoming calls from customers
- Collects copies and deductible payments
- Assist customers with requests for information, complaints, making appointments and resolving issues
- Maintain and update customer and referral information
- Meeting and Greeting a Client

ACTIVE SECURITY SERVICES

Admin Executive

October 2016 — September 2018

- Manage office supplies stock and place orders.
- Prepare regular reports on expenses and office budgets.
- Maintain and update company databases.
- Organize a filing system for important and confidential company documents.
- Answer queries by employees and clients.
- Update office polices as needed.

Education

Bachelor of Commerce (English Medium)

Gujarat Commerce College, Ahmedabad March 2013 – April 2016

Key Skills

- Lead Generation
- Communication
- CRM Management
- Research and Analysis
- Email Marketing
- Database Management
- Relationship Building
- Analytical Thinking
- Time Management
- Adaptability

Languages

- English
- Hindi
- Gujarati