

# Shalu Shrivastav

## Technical Support Engineer

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India, Bengaluru 

### SKILLS

SFDC  
Expert

SAP  
Expert

OMP  
Expert

Customer Service  
Expert

Problem Solving  
Expert

CRM  
Expert

Order Management  
Expert

Sales  
Expert

### PROFESSIONAL SUMMARY

Technical Support Sales Engineer with experience in customer support, order management, and offer creation. Adept at handling client inquiries, managing end-to-end order processes, and providing tailored technical solutions. Strong communicator with a customer-focused approach.

Currently working since September 2023, delivering efficient support and contributing to sales growth.

### EXPERIENCE

#### Technical support engineer

Lapp India Pvt Ltd, India, Bengaluru

September 2023 - Now

Responsible for engaging with existing customers through calls to provide quotations and drive sales. Manage the end-to-end order process, including customer support, order management, and delivery coordination. Provide comprehensive technical support and collaborate closely with cross-functional teams. Proficient in SAP, OMP, SFDC, and CRM tools, with experience in tracking buying behavior from lead source to order fulfillment.

### HOBBIES

- Photography
- Travelling
- Reading

#### Business Development Associate

Byjus, India, Bengaluru

November 2022 - February 2023

Responsible for identifying business opportunities, generating leads, and building relationships with clients. Supports sales strategies, conducts market research, and helps drive revenue growth. Collaborates with internal teams to deliver client solutions and ensure customer satisfaction. Strong communication, negotiation, and problem-solving skills are essential.

### LANGUAGES

- Hindi
- English

### EDUCATION

Lakshmi Narain College of Technology (LNCT), India, Bhopal

2018 - 2022

B.Tech in Electrical and Electronics Engineering with 8.2 GPA. Gained hands-on experience in circuit design, power systems, and automation through academic projects and labs. Participated in technical workshops and internships, building strong problem-solving and teamwork skills.

### OTHER ACTIVITIES

#### Radio Jockey

India, Bhopal

**April 2020 - April 2022**

Actively involved as a Radio Jockey for LNCT Radio, leading interviews with students, faculty, and judges during college events, and managing content for the official Instagram page. Developed excellent communication, coordination, and media handling skills alongside technical expertise.

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