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EXPERIENCE

Uniglobe Market Ltd

25th August 2022 - Present

Business Development Executive

1. Excellent communication and sales skills, with the ability to maintain a positive image of the company.
2. Strong follow-up strategist, with the ability to conduct market reviews/studies and analyze competitors' activities to devise strategies to counter them.
3. Analytics-driven skills, with the ability to understand and act according to the key parameters such as conversion rate, leads to meetings, meetings to site visits ratio.
4. Knowledgeable in Blockchain techniques and Crypto developments, such as ICO/IEO/STO, Crypto Coin/wallets/Trade exchange platforms - centralised and decentralised, NFT, and security mechanisms.
5. Ability to establish, maintain and expand customer base, liaising between customers and the company for up-to-date status of service, pricing, and new product release launches.

SNS system Pvt Ltd.

July 2021 to April 2022

Software Developer Trainee

1. Experienced Business Development Representative: Possessing experience in IT sales, solution selling, website, software & applications, and project management with a proven track record of driving customer acquisition and expanding business in the US/Canada market.
2. Excellent Sales and Communication Skills: Possessing excellent written and oral communication skills, strong relationship building, negotiation, and time management skills. Comfortable with cold-calling, engaging with clients face-to-face, and dealing directly with decision-makers.
3. Excellent communication and leadership skills, with the ability to create an inspiring team environment that encourages creativity and risk-taking while maintaining an open communication culture.
4. Strong organizational and time-management skills, with the ability to delegate tasks, set clear team goals and deadlines, and oversee day-to-day operations to ensure smooth team operations and effective collaboration.
5. Strong Analytical and Problem-Solving Abilities: Possessing strong analytical and problem-solving abilities to identify potential clients and generate leads. Skilled in using a variety of web-based applications, social networking sourcing, and proficient in MS Office and CRM software such as Salesforce.
6. Experienced in performing bug fixes and collaborating with client QA teams to discuss technical bugs, ensuring smooth and error-free software operation.
7. Flexible Working Hours: Comfortable working in night shifts (7:00 PM to 4:00 AM IST) to interact with clients in the US/Canada market and achieve sales targets.
8. Ability to Manage the Entire Business Development Pipeline: Capable of managing the entire new business development pipeline, from the initial sales call through the close, and building and managing relationships with a target list of direct clients and partners at all levels, including "C" level.

Maruti Suzuki

January 2021 to June 2021

Sales Relationship Manager

1. Demonstrated ability to provide excellent customer service by handling face-to-face inquiries, telephone calls, and correspondence with professionalism and efficiency.
2. Proven track record of resolving complex customer issues to satisfaction, while ensuring that customer requirements are delivered on a timely basis.
3. Strong communication skills, with the ability to explain complex information clearly and simply to customers.
4. Exceptional ability to work independently, set priorities, and meet defined deadlines while prospecting for valuable new business customers.
5. Proficient in measuring and improving customer satisfaction levels through effective customer relationship management, while answering product-related customer queries.

Cogent E Service

June 2019- August 2019

Customer Service Representatives

1. Skilled in analyzing and optimizing performance, recommending and implementing improvements to meet clients' online marketing objectives, ensuring successful outcomes.
2. Proven ability to identify and implement new revenue opportunities, while also negotiating payout rates and payment terms with new and existing partners, driving business growth.
3. Excellent communication skills, adept at maintaining constant communication with partners via email, Skype, or personal meetings to manage their accounts more efficiently, building and maintaining strong relationships.
4. Highly skilled in managing daily, weekly, and monthly advertising budgets, ensuring efficient and effective allocation of resources.
5. Strong ability to provide exceptional customer service through technical support, while also optimizing accounts to reach business objectives and targets, leading to a high level of customer satisfaction and account growth.
6. Demonstrated ability to make effective decisions, resolve conflicts, and recognize high performance while rewarding accomplishments.

EDUCATION

ITM Universe

June 2015 to August 2019

BE(Electronics & Communication)

TECHNICAL SKILLS:

- Programming/Scripting Language: SQL, XML
- Web development: HTML, CSS, JS, J query, Bootstrap, MongoDB
- Development tools: Jira, Mantis bug tracker, Git
- Operating system: Linux OS (Debian)
- Networking API: Postman
- Development software: Apache

Core Competencies:

- Application Programming
- Object-oriented
- Project Management

VOLUNTEERING

Birla Institute of Technology & Management

January 2020 to March 2020

Ranganathan Society for Social Welfare and Library Development

1. Developed adequate skills in library management and e-resources usage through training on the latest

trends and technologies, including Open Source Software for Libraries.

2. Successfully organized and implemented various programs such as the Basic Literacy Programme, Skill development & life skill orientation program, and a workshop on establishing micro-enterprises.
3. Provided training and workshops to 500 participants from different parts of the country and various walks of life, as well as approximately 350 jail inmates.
4. Expanded knowledge on the importance of books in our lives and strategies for transforming libraries to enhance teaching, research, and lifelong learning.
5. Effectively managed the workshop and ensured positive experiences for all participants, highlighting strong communication and organizational skills.