

Prachi Shrivastava

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EXPERIENCE

Uniglobe Market Ltd

25th August 2022 - Present

Business Development Executive

1. Experienced business analyst with a minimum of 1 year of experience in business analysis and related fields, capable of evaluating business processes, anticipating requirements, and developing and implementing solutions.
2. Knowledgeable in Aerospace industry standards and able to review Design History Files and Technical Files for conformance.
3. Skilled in delivering process-related trainings to project teams on QMS and Quality Standards, as well as conducting Root Cause Analysis for problems, issues, and defects.
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. Strong analytical and conceptual thinking skills with a track record of following through on commitments and delivering detailed reports and presentations.
6. 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.

SNS system Pvt Ltd.

July 2021 to April 2022

Software Developer Trainee

1. In-depth knowledge of performance metrics and experience in monitoring team performance, identifying training needs and providing coaching to team members to improve their skills.
2. Proven track record of successfully leading and motivating teams to achieve high performance and meet project goals.
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. Skilled in handling tasks from development to unit testing with a zero defect rate density, ensuring high-quality software delivery.
6. Experienced in performing bug fixes and collaborating with client QA teams to discuss technical bugs, ensuring smooth and error-free software operation.
7. Knowledgeable in implementing web design and development principles to build stable software, meeting clients' requirements and service level objectives.
8. Effective in providing software demonstrations to prospects and existing clients, along with pre-sales and sales teams, while also providing documentation support and writing requirements specifications for clients' side.

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.