

PRACHI SHRIVASTAVA

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<https://github.com/praaachishrivastava>

EDUCATION

ITM Universe

BE Electronics' & Communications *GPA: 7.24*

Gwalior MP

June 2015 - August 2019

EXPERIENCE

Uniglobe Market Ltd

Business Development Executive

Noida

2022 - Present

- Proficient in Forex trading with strong trading and position management skills, resulting in a 30% increase in market share.
- Exhibited excellent leadership and management abilities, facilitating successful collaboration and teamwork. Displayed exceptional interpersonal and communication skills, fostering productive relationships with cross-functional teams. Maintained strong organizational skills and attention to detail in a fast-paced work environment.
- Expanded business opportunities through strategic partnerships and alliances, demonstrating excellent communication skills and ability to work in cross-sectional environments.

SNS system Pvt Ltd.

Software Developer Trainee

Gwalior

2021 - 2022

- Proven ability to answer and address incoming phone calls promptly and courteously. Skilled in dealing with queries and providing accurate information, ensuring a positive customer experience.
- Skilled in handling development tasks and ensuring high-quality software delivery with zero defect rate density.

Maruti Suzuki

Sales Relationship Manager

Gwalior

2021 - 2022

- Provided excellent customer service, resolving complex inquiries and ensuring timely delivery of customer requirements.
- Maintained meticulous data collection, analysis, and reporting to uphold high standards of quality.

Cogent E Service

Customer Service Representatives

Noida

2019 - 2020

- Analyzed and optimized performance, identifying new revenue opportunities and managing advertising budgets.
- Skilled in providing follow-up calls and support to clients, ensuring their needs are met and issues are resolved. Capable of coordinating with the team to ensure seamless customer service delivery.

Birla Institute of Technology & Management

Ranganathan Society for Social Welfare and Library Development

Gwalior/Noida

2020 - 2021

- Developed skills in library management and e-resources usage, organized programs, and provided training and workshops.
- Excellent team player with a self-motivated and committed approach to achieving targets.

SKILLS

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