

Prachi Shrivastava

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EXPERIENCE

Numeric Infosystem Pvt Ltd

May 2022-Present

Trainee

Full stack developer course in progress.

SNS system Pvt Ltd.

July 2021 to April 2022

software developer Trainee

- Strong ability to understand the working of the existing application quickly and to be able to make modifications.
- Handled tasks from development to unit testing and delivered them with Zero defect rate density.
- Performing bug fixes and working with the client QA team to discuss technical bugs.
- Implementing web design and development principles to build stable software.
- Successfully meet with clients to discuss projects and gather requirements.
- Proactively provided documentation support program change. Tested, coded, reviewed, and delivered software with 100% on-time record and according to service level objectives.
- Providing software demonstrations to prospects/ existing clients, along with pre-sales and sales teams.
- Expert in testing tool - **MANTIS bug tracker database** - **Ofbiz Apache** writing of requirements specifications for clients' side.

Maruti Suzuki

January 2021 to June 2021

Sales Relationship Manager

- Handling face-to-face inquiries from customers, telephone calls, and correspondence.
- Make sure that customer requirements are delivered on a timely basis.
- Explaining complex information clearly and simply.
- Working on own initiative, setting own priorities, and working to defined deadlines.
- Taking on complex customer issues and resolving them to satisfaction.
- Prospecting for valuable new business customers.
- Measuring vital customer satisfaction levels.
- Answering product-related customer queries.

Cogent E Service

June 2019- August 2019

Customer Service Representatives

- Analyze and optimize performance, recommend and implement improvements to meet clients' online marketing objectives.
- Identify and implement new revenue opportunities.
- Negotiate payout rates and payment terms with new and existing partners.
- Maintain constant communication with partners via email, skype, or personal meetings to manage their accounts more efficiently.
- Manage daily, weekly, and monthly advertising budgets.
- Ensure positive customer experience by proactively managing and growing customer relationships.
- Provide customer service through technical support.
- Optimize accounts to reach business objectives and targets.
- Analyze performance and identify up-sell opportunities for existing account growth.

EDUCATION

ITM Universe

June 2015 to August 2019

BE(ECE)

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

VOLUNTEERING

Birla Institute of Technology & Management

January 2020 to March 2020

Ranganathan Society for Social Welfare and Library Development

- The purpose of this workshop was to make the participants aware of making effective use of e-resources and knowing the latest trends and technologies in the field of **library management** and **develop adequate skills** for catering to the growing information needs of the users.
Participants were also trained in using **Open Source Software** for Libraries besides many other new trends and **technologies in libraries**. Birla Institute of Management Technology (BIMTECH) is the CSR implementation arm of the prestigious Birla Institute of Management... The scope of the project:
- Arrange the Basic Literacy Programme.
- Arrange the Skill development & life skill orientation program.
- Training and workshop on establishing micro-enterprises. **"Importance of Books in Our Lives"**
- 500 participants from various parts of the country and different walks of life and approximately 350 jail inmates were also present. imprisoned at **Central Jail Gwalior**.
- Workshop on **"Strategies for Transforming Libraries: Growing Trends & Technologies for Enhancing Teaching, Research and Lifelong Learning"**