

ACADEMIC PROFILE			
PGDM	60.30 %	Jagdish Sheth School of Management, Bengaluru	2025
BSc	70.63 %	Nagaur collage, Nagaur Rajasthan	2021
Class XII(RBSC)	53.60 %	Career planet Sr Sec School, Jodhpur Rajasthan	2018
Class X(CBSE)	76.80 %	Danial Mayo Sr. Sec. School, Nagaur Rajasthan	2016
AREAS OF STUDY			
<ul style="list-style-type: none"> Customer Retention, Customer Lifetime Value, Customer Health Score, Upselling, Cross-selling, Customer Journey Mapping, Customer Satisfaction (CSAT), Customer Feedback Loop. 			
WORK EXPERIENCE(S)			15 Months
Service Center Management and CRM Handling, NAGAU			March 2022 – May 2023
<ul style="list-style-type: none"> Solving customer complaints and provided solutions for TCL, SINGER, INTEX, and MI products. Managed CRM systems for TCL and SINGER, improving customer retention and satisfaction. Led a team of technicians and customer service representatives, ensuring high-quality service. Provided technical support and troubleshooting for LED TVs and other electronics. Managed inventory of spare parts and monitored service center performance. 			
ACADEMIC PROJECT(S)			
DESIGN THINKING			
<ul style="list-style-type: none"> Objective: Developed a user-friendly app for Sodexo to enhance the dining experience by simplifying menu navigation, providing personalized suggestions, and streamlining payment processes. <p>Description:</p> <ul style="list-style-type: none"> User-Centric Design: Created a prototype showcasing an intuitive interface with simplified menus tailored to individual user preferences. Convenience Features: Integrated features for locating nearby dining options, pre-ordering food, and submitting feedback effortlessly. Personalization: Implemented personalized suggestions based on user behaviour and preferences. Seamless Payments: Designed an easy-to-use payment system to enhance the user experience. Extensive Testing: Conducted rigorous testing to ensure the app met Sodexo's requirements and improved overall user satisfaction. 			
RFP (Request for Proposal)			
Company- Naturell India			
Project Title - Study of customer attitude towards product sampling and developing best methods for sampling.			
<p>Project Details</p> <ul style="list-style-type: none"> Show customers that plant protein tastes good to reduce their worries. Encourage people to try plant protein by making them feel more comfortable. Talk to customers to understand their preferences for product samples. Create a simple and effective sampling method based on customer feedback. Increase customer interest and acceptance of plant protein through better product experiences. 			
CERTIFICATIONS			
Branding and Customer Experience		IE Business School (Coursera)	2024
Channel Management and Retailing		IE Business School (Coursera)	2024
Excel Skills for Business: Advanced		Macquarie University (Coursera)	2023
POSITIONS OF RESPONSIBILITY			
JAGSoM, Bengaluru	Committee Coordinator – INDUSTRY CONNECT (NEWSLETTER IN-CHARGE)		2023-2025
	<ul style="list-style-type: none"> Publishing: Managed the bi-monthly publication of the JAGSoM newsletter on LinkedIn and the official Instagram page. Content Creation: Curated and edited content related to the latest trends in HR, marketing, analytics, and finance, along with JAGSoMite achievements, jokes, blogs, and events. Relationship Building: Maintained, nurtured, and enhanced relationships within and beyond JAGSoM. 		
SKILLS	<ul style="list-style-type: none"> Team Leadership, CRM Management, Inventory Management, Negotiation, Problem Solving & Analytical Skills. 		