

Neha Singh Prasad

Operations Executive

Leader with 2 years of successful Operations Executive experience within customer experience within the region also including the clients from Australia, UK & US. Employs organizational skills, interpersonal skills and computer data knowledge to effectively perform administrative and operational support duties with maximum impact. Consistently promotes company values and service standards for efficient office operations. High-achieving executive with demonstrated skills in integrating operational strategies, building partnerships and developing new revenue streams. Skillfully manage KPIs and internal controls to monitor operational trends and devise forward-thinking solutions. Results-focused, flexible and resilient in resolving issues.



Work History

2021-06 -
Current

Operation Executive

Cognus Technology , Udaipur

- Strategically coordinated operations according to objectives and capabilities, effectively allocating resources to meet demands
- Collaborated on operational support tasks to achieve common goal.
- Assisted with proactive client outreach initiatives and documented client correspondence in CRM system.
- Assigned delegates to manage high volume of e-mails and call transfers.
- Improved employee satisfaction rating by realigning and enforcing policies.
- Efficiently and effectively identified and solved all problems that impacted direction of business.



Contact

Address

Udaipur, India 313001

Phone

8619445709

E-mail

nehaprasad2531@gmail.com

LinkedIn

<https://www.linkedin.com/in/nehasingh-prasad-9361>



Education

2019-07 -
Current

Bachelor Of Technology: Computer Science

Techno India Institute of Technology - Udaipur



Skills

Strategic planning and execution

Business Development

Employee reviews ●●●●○

Relationship building

Client account management

Effective leader