

# PIYUSHA SHRIVASTAVA

## RETAIL ASSOCIATE

---

**PROFILE-** Retail associate in PLL [post lost lead] with two years of experience in sales, boosting sales and customer loyalty through individual service in Cars24 Services private limited. Resourceful expert at learning customer needs, directing to customer merchandise and upselling to meet sales quotes. Committed to strengthening customer experience with positivity and professionalism when answering requests and processing sales.

---

**SKILLS-** Communication skills, key account managing, leadership quality, sales and marketing, negotiation skills, B2B, C2B, territory sales, sales expertise, conflict handling, presentation skills, problem solving, relationship building, retail selling, cold calling, strategic selling, business development.

---

### EXPERIENCE-

#### CARS24 SERVICES PRIVATE LIMITED

JULY 2023- AUGUST 2024

- Manage daily assigned leads and negotiation with customer in MP and CG. Explain them the condition of the car the fair market value of their product. Negotiate with them as per the market price. Train interns about the CRM of the company and the negotiation part.
- Taking regular follow ups with customer, maintaining customer relationship. Providing better solution and getting best price for their car from our registered channel partner.
- Explaining the company norms to customer, making them aware about our customer policy, explain them the bonus discounts available for pre-owned cars purchase from Cars24.
- Attending daily meetings and achieving daily basis target.

#### RELIANCE RETAIL LIMITED

JULY 2022- APRIL 2023

- Managing key accounts of customer in institution, major focused customer is CHEM (Corporate offices, Hospitals, Educational departments and Manufacturing units). Oversaw account management activities for 60 plus customers valued at 1L- 5L, built customer trust and developed B2B relationships.
- Analyzed client business needs, developed strategies to ensure customer success, and led efforts to develop sales and enhance revenue growth for company.
- Visiting new customers in CHEM make them learn about the software and educate them for same, complete onboarding process and make them registered. Future visit for new orders.
- Analyze sales performance, track sales data on company software and attend

---

**EDUCATION-**

- MBA marketing and finance from Medi Caps University Indore, completed in June 2022.
- B.com from GS college of commerce and economics Jabalpur, completed in June 2019.
- High secondary school from Kendriya Vidyalaya VFJ Jabalpur, with commerce and maths in march 2016.
- Senior secondary school from Kendriya Vidyalaya IMA Dehradun, completed in march 2014.

---

**ACHIVEMENTS-**

- Completed internships as team leader in marketing from Reliance Securities Limited for two months.
- Completed internships in marketing from Marching Ants Technology private limited for two months.
- CR and placement coordinator in MBA for two years.
- Cleared Pratham Puraskar in scout and guide.

---

**TECHNICAL SKILLS-**

- MS office

---

**PERSONAL DETAILS-**

- Email- [shrivastavapiyusha1997@gmail.com](mailto:shrivastavapiyusha1997@gmail.com)
- Phone no.- 9424727633
- DOB- 15<sup>th</sup> December 1998
- Address- H.no. 2841 new Knachanpur adharta Jabalpur MP, 482004

---

**LANGUAGE-**

- English
  - Hindi
-