

# PRANJAL MISHRA

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## Summary

A second year collage student currently majoring in Business Administration and Global Communications, with 2+ years of customer service and advertising management experience.

Versatile, with top-notch skills in planning, organizing and communication. Well-coordinated and productive with flexible approach and deep knowledge of Social cues and people.

also ... a influencer/anime addict that just happened to get bigger platform than expected.

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## Skills

- Excellent Oral communication
- Polished Presentation skills
- Customer interaction
- Customer Service
- Sales Techniques
- Incredibly Reliable and punctual
- Energetic self-starter
- Listening skills
- Good understanding of Customer demographics
- Written and verbal communication
- Influencer culture

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## Experience

**Project Management Intern** | Protegee - San Jose, CA | 05/2019 - 01/2020

- Identified project scopes, constraints, risks and deadlines.
- Tracked project performance to analyze successful completion of short- and long-term goals.
- Managed social media accounts by composing content, engaging with followers in comments, monitoring activities and researching trends.
- Collaborated with sales and marketing leaders to devise public relations campaigns and coordinate with advertising.
- Devised public relations strategies to engage with and influence general public in support of accomplishing business objectives and boosting revenues.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.

**Sales Advisor** | Hot Topic Inc. - Newark, CA | 01/2021 - 02/2021

- Maintained current knowledge of applicable sales and product changes in order to provide best possible service for all customer needs.
- Listened to customer details and offered matching solutions to meet wide range of requirements.
- Retained product, service and company policy knowledge to serve as resource for both coworkers and customers.
- Supported office administrative needs with timely and knowledgeable clerical assistance to maximize team performance and efficiency.
- Identified needs of customers promptly and efficiently.

**Customer Service Assistant** | Pier 95 sushi Bar - Newark, CA | 11/2019 - 02/2021

- Managed incoming calls each day with utmost professionalism and knowledgeable service.
- Submitted completed orders quickly to maximize delivery efficiency.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Described product highlights and benefits to help guide purchasing decisions.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.

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## Education and Training

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Ohlone College | Fremont, CA | Expected in 08/2022

**Associates Degree:** Business

Cupertino High School | Cupertino, CA | 07/2019

**High School Diploma**

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## Websites, Portfolios, Profiles

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- [instagram.com/v1ce\\_official](https://www.instagram.com/v1ce_official)
- Google: V!CE
- <http://www.v1ceofficial.com/>

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## Activities and Honors

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- Ted Talk Speaker
- 4 year Varsity Wrestler , CCS Placing
- 4 year Varsity Cross Country Runner

- 3 year Varsity Gymnast
- Can drink over a gallon on water in under 2 mins.