

PALAKI UMA MAHESH

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PROFESSIONAL SUMMARY

Energetic and goal-oriented professional with a background in operations and strong skills in invoice processing, Tally Prime, and MS Office. Experienced in supporting marketing teams, maintaining accurate records and identifying growth opportunities. Eager to leverage operational expertise to drive customer acquisition and business growth in a dynamic environment.

WORK EXPERIENCE

Operations Executive

Altek Metal Casters, Telangana, India

Dec 2024-May 2025

- Monitor day-to-day activities and ensure smooth workflow.
- Assisted the procurement team in preparing, verify, and process invoices and quotations.
- Supported Digital marketing by managing company's social media platforms.

Management Trainee,

Greenply, Telangana, India

Nov 2024-Dec 2024

- Conducted market research on plywood industry trends and competitors.
- Assited sales manager while building B2B relations to improve business.

Customer Service Associate

Ratnadeep Retail Pvt Ltd, Hyderabad, Telangana, India

May 2024-Oct 2024

- Assisted customers with order placements, returns, and refunds, ensuring accurate and timely processing.
- Provided detailed information on products, services, billing, and company policies.
- Collected and reported customer feedback to support service improvement efforts.

Sales Consultant

HiiN Concepts, Hyderabad, Telangana, India

Jun 2023-Aug 2023

- Identified and pursued new business opportunities through cold calling, networking, and lead generation.
- Maintained accurate sales records using CRM tools.
- Conducted client meetings to assess needs and recommend suitable products.

EDUCATION

Post Graduate Diploma in Management - 7.84 CGPA

Dec 2022-Feb 2024

Dhruva College of Management, Telangana, India

- Specialization in Sales and Marketing.
- Project on "Customer Relationship Management at Hi iN Concepts."

SKILLS

- **Communication**
- **Digital Marketing**
- **MS office**
- **Tally Prime**

SKILLS

- **Languages:** English, Hindi, Telugu and Spanish
- **Certifications:** B2B Marketing (Udemy)
- **Awards/Activities:** Lead Coordinator for Muqabla Fest (2023), NSS Volunteer (2018-2021)