

## PRERNA KALIA

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Ottawa, Ontario

(613) 621-2893

[pkalia95@gmail.com](mailto:pkalia95@gmail.com)

<https://www.linkedin.com/in/prerna-kalia-65885814a>

### PROFILE

Competent in handling a variety of farming tasks, providing excellent customer service, and collecting, analysing, and reporting data.

### PROFESSIONAL SKILLS

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#### *Customer Service*

- Three years of experience in customer service. This involved working with clients and coworkers from varied backgrounds, as well as interacting regularly with a variety of stakeholders.
- Knowledge of how to manage various responsibilities in a situation when there are many competing demands.

#### *Research and Analysis*

- Proficient in data analysis, which includes data collecting from various sources, data maintenance, report preparation on Microsoft Excel using data variables, formula evaluation, data forms, etc.
- Experience with statistical tools and tests such as mean, standard deviation, chi square test, analysis of variance (ANOVA), t test, and so on, as well as working knowledge of statistical software such as SPSS.
- Knowledge of quantitative and qualitative research methods

#### *Computer competency*

- Knowledge of Microsoft Office applications such as Word, Excel, Outlook, and PowerPoint.

### WORK EXPERIENCE

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#### **Farm Tele Advisor**

**February 2019 – November 2021**

#### **IFFCO Kisan Sanchar Limited, Solan, India**

- Interacting with stakeholders and addressing their concerns about agriculture and related disciplines, including providing technical assistance.
- Advising farmers about correct farming techniques and updating them about government initiatives, recent researches and advances in agriculture by public sector and other extension services.

- Punching the provided information in an MIS output which helps area-wise, crop-wise and problem wise analyses within the time-space framework and provides preventive and advance action solutions from both qualitative and quantitative aspects.

## **EDUCATION**

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### **MBA Agribusiness (2016-2018)**

Dr. Y S Parmar University of Horticulture and forestry, India

- Dual Specialization in Agriculture Marketing and Human Resource Management.

### **BSc. Horticulture (2012-2016)**

Dr. Y S Parmar University of Horticulture and forestry, Himachal Pradesh, India.

## **PUBLICATION**

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- Kalia, P. et al. (2021). Price spread and marketing efficiency of capsicum: A study of Kandaghat block of Solan district in Himachal Pradesh (India). Asian Journal of Dairy and Food Research 40: 225-228.

## **INTERNSHIP**

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The Himachal Pradesh State Cooperative Marketing and Consumer's Federation Ltd. (HIMFED)  
Himachal Pradesh, India:

- I received training in office management, sales record maintenance, data collection and analysis using statistical software, organisation and supply chain management, customer service and use of extension services to update farmers.