# Unit 2Communication Skills for Career Building

- CV and Résumé Writing,
- Interview Skills,
- Group Discussion,
- Effective Profiling,
- Communication and Networking: Building relationships,
- Writing the Statement of Purpose (SOP) for admission in Higher Studies,
- Seminar & Conference Paper Writing,
- Expert Technical Lecture: Writing and Presenting

# CV/ RESUME WRITING



# CONTENT OF PPT

**JOB APPLCATION** 

CV- CURRICULUMN VITAE

**RESUME** 

TYPES OF RESUME

**ELEMENTS OF CV** 

IMPORTANT THINGS TO TAKE CARE

# JOB APPLICATION

Application presented explaining personal credentials and requesting for a meeting.

It should be brief and clear

Solicited or unsolicited

Express enthusiasm

Be positive

Highlight strengths

Consist of two parts

- •1. cover letter
- Resume/CV



# COVER LETTER



Follows block style letter format.



Serves as a sales letter for individuals' credentials.



Be specific to the need of industry.



Flawless writing by checking the spellings and grammar



Addressed to specific person/department



Must be brief.

# RESUME





Essential part of job application



Present educational, professional past and present credentials to the perspective employer.



Help to assess future credentials of the candidate.

# DESIGN OF CV/RESUME

- Design eye catching CV
- Use headings and sub headings.
- Use Bullets
- Horizontal Lines
- Use Keywords (nouns and nounphrases) specific description.
- Write fragments not complete sentences.

# TYPES OF RESUME



# Chronological Resume

- Emphasize education and work experience
- Most applicable for the jobs continuing in the same.
- Information is arranged in ascending or descending order of time.

# Functional Resume

- Provides examples of most significant experiences and demonstrate abilities.
- Emphasize individual field of competence.

# Hybrid Resume

- Combination of chronological and functional resume.
- Concise and honest.





## **Similarities**

- Are protocols for job search and serve the same purpose.
- Are standard formats for job application.
- Gives a summary of your credentials and experience.

## Differences

- Resume is targeted as per job specification while CV is detailed.
- CV is chronological order record of your life while Resume is shorter and more focused as per job requirement.
- CV is normally 2-3 pages long while Resume is 1-2 pages long.
- · CV is more formal.

# TYPES OF RESUME

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- Chronological resume
  - Emphasize education and work experience
  - Most applicable for the jobs continuing in the same.
  - information is arranged in ascending or descending order of time.
  - Functional resume

# ELEMENTS OF CV/RESUME



Personal Information.

Objective.

Previous work Experience

Education

Skills and Abilities

Other Certifications\

**Honors** 

**Publications** 

**Presentations** 

Professional Membership

Courses/Trainings attended (Professional/Other)

# ADDITIONAL ELEMENTS OF CV/RESUME





Objective/Professional interest statement.



Computer/Technical Skills.



Additional Experience.



Committees



Community Server/Volunteer.



Foreign Languages



**Interest Hobbies** 

# PERSONAL INFORMATION





Always put on the top



Your Name



Photograph (Use A Professional Photo)



Contact Information



Telephone No.



Mobile No.



**Email Address** 



Postal Address.

# ELEMENTS OF CV/RESUME



# Objective

The Objective should be after the personal information

- What you are applying for
- Be brief.
- Don't be over descriptive.

# <u>OBJECTIVE</u>

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- The Objective should be after the personal information
- What you are applying for
  - Be brief.
  - Don't be over descriptive.
  - must be clear, concise and to the point.
  - Avoid being over specified.
  - Target the company's prospective.

# ACADEMIC DETAILS

- Start from Last School attended.
- Write Course/Degree Name
- Year Of Passing.
   CGPA/% obtained.
   Name of Institution.

## **Example:**

Passed XII from Khaitan Public School, Vasant Kunj, New Delhi affiliated to CBSE, New Delhi, in 2018 securing 92% marks in PCM Stream

# WORK EXPERIENCE

- Start from Recent/Last Job.
- Order them by date (period)
- Explain Duties and Responsibilities.
- Don't be over descriptive.

# SKILLS AND ABILITIES

- All of them important.
- Highlight the skills most relevant to the job.
- Achievements



# SAMPLE COVER I

Professional Communication

Box No. N-20.

The Times of India,

Lucknow.

Dear Sir,

I am a Science Graduate with PCB as my optional group. Your advertisement in The Times of India for a Medical Representative's post suits my qualification and aptitude. Here are my details:

My High School and College Education has been completed in the city of Lucknow. I passed the S.S.C. Examination from National High School in 2000 in the First class. I graduated from Lucknow University Lucknow with Physics. Chemistry and Biology as my major subjects at the Bechelor of Science Examination in April 2005. I obtained a First Class grade, with 62% marks in the major group of subjects.

During the entire 3 years of my college career, I have been on the Students Union of the University in different capacities, as the Magazine Secretary and Student Activities Secretary. While working in these capacities, I have had ample opportunities to meet different people for obtaining advertisements for the University Magazine and for organising social activities for the student

I am 22 years of age, unmarried and am blessed with excellent physique.

My hobbies are travelling and reading.

I can read, write and speeak English & Hindi.

I have enclosed copies of testimonials.

I hope my qualifications will suit your requirements and I await an interview soon.

Yours faithfully,

S.K. Sharma

Encls: Five



# SAMPLE RESUME

### RESUME

Name :-

Address :-

Date of birth:-

Contact Info. :- Lanline:

Mobile: E-Mail ID:

### Acadeemic Qualification :-

Examination	Board	Marks Obtained
SSC		
HSC		
T.Y.B.Com		

### Professional Qualification:-

Examination	Board	Marks Obtained
CPT		
PCC		
CA Final		

Technical Qualification: MS-Office, tally package, Accounting On ERP,

Completed ICAI's mandatory Computer Training.

### Work Experience:-

Computation of income for individuals, firms, professionals & companies.

Tax audit For Individuals firms & companies.

Knowledge Of Vat audit & Related work.

Accounting Of Trading Firms, Professionals, Companies, etc.

### Work Exposure:-

Articled Assistant at: - XYZ & Co(chartered Accountants)

Worked With:- XYZ & Co(chartered Accountants)







### CURRICULUM VITAE

### Produced:

ASC. - II No 110 V.P.O. Kaic. Najalgada, New Daller I 1903 Madelle No. 0000 EVENT

### CANDIDATE OF TRACTIFIC

To build server in a growing organisation, where I can get the appariantities to prove my abilities by accepting challenges.

### READERING OUR LETTERATION:

- III<sup>4</sup> Found from C.B.S.E. Board in 2009.
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- 3r: Planning R.Com F\* page from Dolld University.

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### PERSONAL PROPERTY.

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### DECLARATION

I selectedly skelect that all the above information is exercit to the host of my learned toget and helicit.

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Place New Bullet

CHARGE SAYS

# SAMPLE CV



Nirageon Rassos 100 M S Smoot Blook 18 Co. Borgalore P0000 Narako + FL Nocompose Alfali nirageon Nirageon

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### CARRIED CONTRACTORS

I seek a discharging assignment in experiments that will willow my instability and experiment. My som is to assertion in the disjustice of the asspectation and in green with it. Marking on experiment in the fields of assignation I can be pass of my assertionants, womants the Company which will entire over its solution parties.

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- or handsoning quality

### MACHINE CONTRACTOR

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# SNEHAL SHARMA

sharma.snehal2001@gmail.com

8448940175

GREATER NOIDA, INDIA

linkedin.com/in/snehal-sharma-a967b2190

I am an enthusiast and driven Commerce graduate with an B.COM degree from the University of Delhi and looking forward to secure an investment Banking position to utilize my strong analytical skills and Finance knowledge.

### INTERNSHIP EXPERIENCE

### WEALTH MANAGEMENT ANALYST WISE FINSERV PVT LTD

10/2021 - 12/2021

NOIDA

TASKS/RESPONSIBILITIES

- PREPARED MUTUAL FUND PERFORMANCE REPORTS FOR CLIENTS.
- ASSISTED IN THE IMPLEMENTATION OF FINANCIAL PLANNING, STRATEGIES SUCH AS SAVING PLAN FOR RETIREMENT PLANNING.
- PREPARED FUNDAMENTAL ANALYSIS REPORT ON NATIONAL FITTINGS LTD.
- CONDUCTED RESEARCH TO IDENTIFY NEW INVESTEMENTS OPPORTUNITIES.

### OMNI SPORTS LEADER DECATHLON INDIA PVT LTD

09/2021 - 12/2021

GREATER NOIDA

=89%

- TASKS/RESPONSIBILITIES
   CONDUCTED FISCAL INVENTORY VALUATION OF
- RUNNING DEPARTMENT.
- MANAGING SPORT P&L ACCOUNT OF RUNNING DEPARTMENT.
- PROVIDED CUSTOMER ASSISTANCE AND PUSHING FOR ONLINE ORDERS.
- RESPONSIBLE FOR STOCK MANAGEMENT OF RUNNING DEPARTMENT.

### **EDUCATION**

B.Com (Prog)

SHYAM LAL COLLEGE (UNIVERSITY OF DELHI)

08/2019 - 07/2022 =8.5 CGPA

12th Commerce (CBSE)

CAMBRIDGE SCHOOL GREATER NOIDA

04/2018 - 05/2019

10th (CBSE)
CAMBRIDGE SCHOOL GREATER NOIDA

04/2016 - 05/2017 =7.6 CGPA

### LANGUAGES

ENGLISH

HINDI Full Profes

Professional Working Proficiency Full Professional Proficiency

### **PROJECTS**

### HYDRO AGRCULTURE AUTOMATED LAB RISE TECH PARK PVT LTD

- Achievements/Tasks
- PROJECT WAS IOT AND INDUSTRY AUTOMATION BASED.
- SHARDA HOSPITAL AGRICULTURE DEPARTMENT OF GREATER NOIDA WAS THE CLIENT OF THIS PROJECT.

### CERTIFICATIONS

MASTERING THE INDIAN STOCK MARKET

BY BOMBAY STOCK EXCHANGE

MICROSOFT EXCEL (BASICS OF FINANCIAL MODELLING)

BY FINLLADER

READING FINANCIAL STATEMENTS

BY CORPORATE FINANCE INSTITUTE

TRADING BASICS

BY INDIAN SCHOOL OF BUSINESS (COURSERA)

PYTHON PROGRAMMING (BASICS)

BY INCAPP INSTITUTE

### TECHNICAL SKILLS



### INTERESTS



# INTERVIEW SKILLS

Department of Humanities & Social Sciences,

**KIET GROUP OF INSTITUTIONS** 

**DELHI-NCR, GHAZIABAD** 

# Interview

A meeting of minimum two people;

Expert(s) - Candidate

Arranged to examine the suitability of the candidate

Tested for Subject Knowledge, Skills and Desired Behavior in a limited time

# Types of Interviews

Types of Interview

Structured Interview
Unstructured Interview
Mixed Interview
Behavioral Interview
Stress Interview
One to One Interview
Panel Interview
Telephonic Interview
Video Interview

**Structured Interview**: The interview in which preset standardised questions are used by the interviewer, which are asked to all the candidates. It is also known as a patterned or guided interview.

**Unstructured Interview**: The unstructured interview is one that does not follow any formal rules and procedures. The discussion is free-flowing, and questions are made up during the interview.

**Mixed Interview**: It is a combination of structured and unstructured interview, wherein a blend of predetermined and spontaneous questions are asked by the interviewer to the job seeker. It follows a realistic approach which allows the employer to make a comparison between answers and get in-depth insights too.



**4. Behavioural Interview**: It is concerned with a problem or a hypothetical situation, given to the candidate with an expectation that he/she would solve. It aims at revealing the job seeker's ability to solve the problem presented.



5. **Stress Interview**: The employer commonly uses stress interview for those jobs which are more stress-prone. A number of harsh, rapid-fire questions are put to the interviewee with intent to upset him. It seeks to know, how the applicant will respond to pressure.



6. **One to one Interview**: The most common interview type, in which there are only two participants – the interviewer (usually the representative of the company) and interviewee, taking part in the face to face discussion, in order to transfer information.



**7. Panel Interview**: Panel interview is one, in which there is a panel of interviewers, i.e. two or more interviewers, but limited to 15. All the members of the panel are different representatives of the company.



8. **Telephonic Interview**: Telephonic interview is one that is conducted over the telephone. It is the most economical and less time consuming, which focuses on asking and answering questions.



9. **Video Interview**: An interview, in which a video conference is being employed, to judge or evaluate the candidate. Due to its flexibility, rapidity and inexpensiveness, it is used increasingly.



10. **Decision making interview**: HR manager takes decision with respect to salary, allowance, benefits, promotions, etc.

# Prior to Interview



Read your CV / Application and Skills demanded



Know the Company



Visit the Company's website







Directly contact the employees

# Know Company Background

Main Products
/ Services

Annual Turnover, Profit, Dividend

Competitors

Area of operation

New Product / Services to be launched

# During an Interview employers evaluate

**Self Confidence** – Be calm & confident

Communication Skill - Fluency in English, Good Vocabulary, Grammar, Pronunciation

**Technical & Interpersonal Skills** – listen to the questions attentively and answer to the point

**Be honest** – While answering, even if you don't know the answer, be honest in replying.

Body Language (Non-verbal communication)

Posture: sit erect without leaning on the table or slouching in the chair, but don't be stiff and tense

Always make eye contact when you speak, but avoid continuous staring

Don't use too many hand movements and frequent change of facial expressions not in relation to words you have expressed

# Attire

You will never get a second chance to make a good first impression

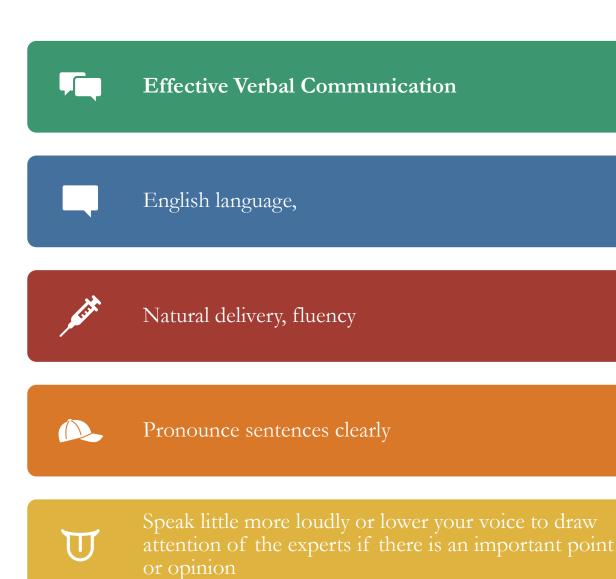
Dress formally and well groomed

Wear something that make you feel comfortable

Use simple accessories like jewelry, watch, ties, shoes, etc

Strong Scents, Perfumes and After Shave Lotions should be avoided

# Expected qualities of the candidate



# Why Rejection?



Vague and irrelevant answers



Very fidgety: little eye contact; nervous mannerism, such as playing with hair, nail biting, nose touching, ear scratching etc.



Lack of sincerity



Utter superficial remarks to impress the interviewer (Project work, Achievements)



Argumentative

# Do's

Do take	Do take a practice run to the location where you are having the interview
Do fill	If presented with a Job Application, do fill it out neatly, completely and accurately
Do bring	Do bring extra Resumes to the Interview
Do greet	Do greet the interviewer & do shake hands firmly
Do wait	Do wait until you are offered a chair before sitting.

Do's



Do make good eye contact with your interviewer(s)



Do show enthusiasm & interest in the position and the company



Do make sure that your good points come across to the interviewer in a factual sincere manner



Do stress upon your past achievements

### **DON'TS**



Avoid controversial topics



Don't ever lie. Answer questions truthfully & frankly



Don't say anything negative about former colleagues, supervisors, or employers



Don't answer questions with a simple 'Yes' or 'No'. Explain, whenever possible. Describe those things about yourself that showcase your Talents, Skills and Determination. Give examples

### Don'ts

- Don't inquire about salary, vacations, bonuses, retirement, or other benefits until after you've received an offer
- Don't bring up or discuss personal issues or family problems
- Don't say your past history, hence it is available in the C.V. itself

### After Interview

- Thank the interviewer(s) for calling you for the Interview
- Indicate that you look forward to hear from them

# GROUP DISCUSSION

Department of Humanities & Social Sciences,
KIET GROUP OF INSTITUTIONS
DELHI-NCR, GHAZIABAD

# GROUP DISCUSSION





# What is a Group Discussion?

A Group Discussion (GD) is a technique used by corporate companies, educational institutes, and other organizations to judge the communication skills of the participant. Communication skills are a crucial factor when compared to technical knowledge in any corporate environment.



# What Skills are Judged in GD?

How good are you while communicating with others?

How do you behave and interact with a group?

How open-minded are you?

Your listening skills.

How do you put forward your views?

Your leadership and decision-making skills.

Your analytical skills and subject knowledge.

Your problem solving and critical thinking skills.

Your attitude and confidence.

Body Language

# These are certain skills that must be learned as a candidate in order to crack a GD successfully.



1) Interpersonal Skills: It is a skill that helps to convert a normal conversation into an impactful conversation. When we say that 'you should sound confident', it not only involves the way you speak but your overall appearance as a whole.



The soft skills required include using voice modulation, pronunciation and tone in an appropriate manner. One can take proper training in soft skills or imbibe some tips of presenting oneself in the corporate world.



2) Leadership Quality: Among the crowd of talented candidates there's always a chance of getting overshadowed and compressed.



It could be the case where even if the other candidate is less knowledgeable or mediocre in academics but his one quality of putting forth his positives and ability to control the situation (here discussion) will make him/her earn a brownie point.



**3) Listening Quality:** A good listener is a good *Problem Solver.* A good listener helps to build the other qualities that are required in GD such as analytical skill, critical thinking, communication, decision making, etc.



Listening not only helps to understand the topic from others point of view but also helps to think accordingly and reach the solution to the problem or discussion.



It is also a good gesture and a communication building block with the other candidates, as it gives a sense of respect for other views. Listening also makes one approachable and most importantly being listened to in return. In simple terms, if you want to be listened to by everyone then you should also listen to others.



**#4) Convincing Power:** The ability to convince others by means of your speech is a great skill that is useful for any company. The candidate should be able to impact the other candidates through his thought process and indeed one must learn this skill.



**5) Knowledge:** In order to be active in a discussion session, one must have an overall knowledge from all the sectors of the world. One should be reading newspapers, various fictions, non-fiction books, etc.



Must have knowledge on the latest updates in different fields such as current affairs, education, sports, travel, arts & science, etc. Again it is not necessary to have all facts and figures of the topic but it is enough to speak with confidence on the given topic.

# Certain essential pointers that are very important to get noticed and selected in a GD

1) Appearance: This is the first thing to be noticed by anyone but still people/candidates ignore this aspect of one's personality. Always wear formal attire and be well-groomed.

**2) Eye Contact:** Your confidence will be seen in your eyes. Hence maintain eye contact with the evaluator while initiating the discussion.

Even when you are listening to the opposition candidate, make sure that you are slightly turned towards the angle where the candidate is present and use gestures such as nodding in appreciation in between the presentation.

**3) Avoid Dominance:** Always remember that it is a discussion and not a battle.



**4) Avoid Interrupting**: It is considered mannerless to interrupt someone while talking. Everyone has a say and one should respect and let your turn come for you to have your say. There could be a situation where you may need to cut short the speaker, in such cases do it politely with due respect and apologize for doing so.

**For Example,** 'I am sorry to intervene but considering the time limit, I may miss putting forth my point so I would like to say that.....'



**5)** Clarity of Speech and Thoughts: Always maintain a medium speed and volume of your voice. Be prepared in the mind of your thoughts that you are about to present and be clear. Avoid fumbling and jumbling with your speech. Be confident and pardon if you make a mistake while speaking.



**6) Irrelevant Talk:** Avoid deviating from the main topic and be on the same track. Quality is more important than quantity. Be short and simple and refrain yourself from being involved in irrelevant talks.

## Types of GD

There are three types of GD based on the content of the discussion.

1) Topic-Based GD: This type of GD is based on certain topics which are practical and real.

**For Example,** Socioeconomic topics, Education related like, "How Plastic is affecting our Earth?" "Is a college degree necessary to become an Entrepreneur?"

# This type of GD is further categorized



**Factual GD:** These types of GDs are very informative and require a thorough knowledge of the subject. One should have actual facts and figures known before taking part in the discussion. **For example,** Indian Economical growth since 1947.



**Controversial GD:** There are certain topics which lead to an argument and such topics are introduced in GDs to test the candidate's way of handling the situation. This topic is a kind of mock session representing a fierce situation in a company. Here, the candidate is tested on parameters like patience, situation handling, anger control, critical thinking ability, etc. **For example,** Arranged Marriage Vs Love Marriage.



**Abstract GD:** There are some topics which are not based on physical presence but are conceptual topics or intellectual topics. Such topics test the thinking capability and the analytical thinking of the candidate. **For example,** Humanity.



**2) Case-Based GD:** This type of GD is based on case studies which portray a real-life situation. The group is provided with a case study beforehand and is given a few minutes of time to prepare for it. In this type of GD, the group has to solve the case study to give a solution.



In the process of solving the case study the qualities such as problem-solving, analysis, thinking out of the box are getting tested.

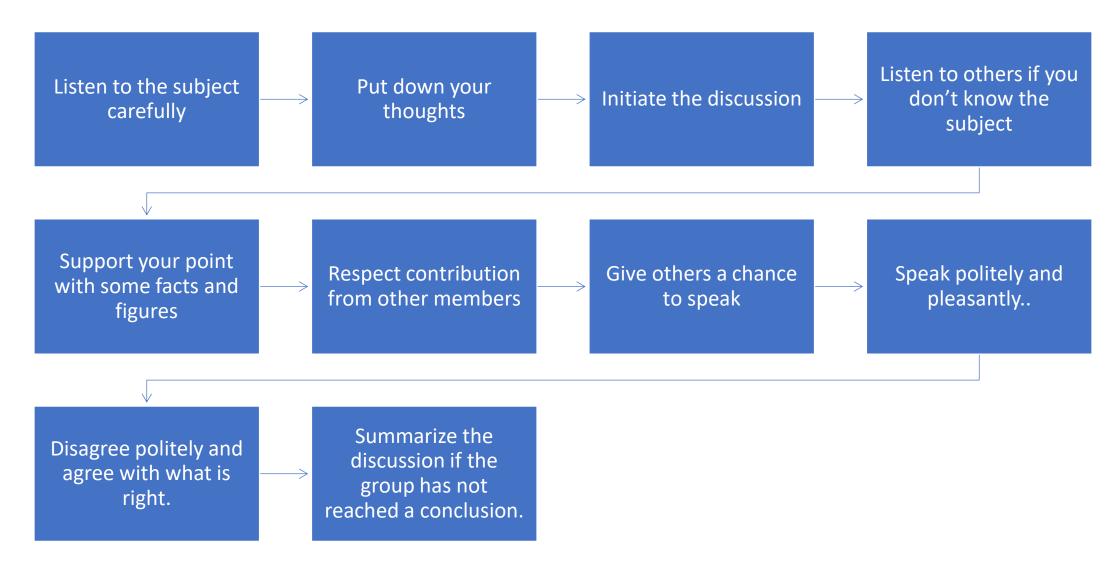


**#3) Article-Based GD:** Similar to case-based GDS, in an article based GD, the candidates are provided with an article which could be based on any field like politics, sports, technology or any topic for that matter.



The candidates are given time to prepare for the discussion. This GD helps to analyze how the candidate responds to the unknown field/ fact and how confident he/she is in presenting his/her point of view.

# Do's of participating in a GD:



## Don'ts of participating in a Group Discussion



Initiate the discussion if you do not have sufficient knowledge about the given topic.

2

Over speak, intervene and snatch other's chance to speak.

3

Argue and shout during the GD

4

Look at the evaluators or a particular group member



Talk irrelevant things and distract the discussion



Pose negative body gestures like touching the nose, leaning back on the chair, knocking the table with a pen etc.



### Statement of Purpose (SOP)

A statement of purpose (SOP), also known as a personal statement, is a letter that explains your desire to study abroad, your academic and professional interests, and the value you will bring to the graduate programme you are applying for .

Once submitted, it is reviewed by the admissions panel and typically includes information about your career path, interests, professional contributions, goals, and what motivated you to pursue a specific programme.

Simply/put, the SOP is your first introduction to the university as an applicant, and it communicates your personality, intent, and goals to the university's selection committee.

It is generally written in the form of an essay, but there are exceptions, such as some universities keeping it question-based.



#### Tips: Statement Of Purpose structure

Content should be structured, well written, and develop a story. Here's a perfect format for writing the Statement of Purpose.

#### Introduction:

• Start with describing your childhood, what most interested you when you were a little kid and how it shaped you as a person.

#### Part1:

• Subtly talk about your undergrad achievements, also mention your current subjects that pushed you towards the course

#### Part2:

• Explain your projects, internships, training, and the learnings from them.



#### Part3:

Let them know what you like about their university e.g., Research, Faculty, labs, campus, courses etc.

#### Part4:

Tell them about your long-term and short-term goals, like where you see yourself in 5 years.

#### Conclusion:

In the end, add how you will be a valuable asset to the university and your home country.

## Sample

My name is Ritesh Kumar and I hail from Delhi, India. I see myself as a goal-driven person with a keen desire to make a remarkable contribution to whatever I do. I believe that a strong sense of business knowledge and managerial skills would come in handy in helping me realize this life objective. For this, I feel that an MBA degree at your esteemed university is my first step towards building a strong career foundation for myself.

Looking back, I always had a strong taste for business from my childhood days. I guess it came naturally to me coming from a business family background. Even as a child, I would love accompanying my father to his garments factory back home and love understanding and learning the rudimentary nitty-gritties of the business from him.

It is then that I decided to graduate in Business Administration after completing school. I did my Bachelors of Business Administration (BBA) from NMIMS, Mumbai, which set the ground for a future career in business and management. To further quench my thirst for gaining the desired business acumen for success, I am now keen on pursuing an MBA program.

I started my professional career as a Marketing Assistant at Stryker Corporation, a US-based Medical Technologies company. During my 3-year tenure in the firm, I gained sufficient working knowledge that added value skills to my portfolio. I was also awarded as the "Employee of the Year" during my service in the firm. I then moved on to assume the role of a Marketing Manager at an export-import company where I became even more passionate about refining my business and managerial skills.

This is what prompted my decision to pursue higher education in the domain by pursuing an MBA program. I feel fortunate to have come across your esteemed university in my endeavor to realize this dream. I strongly believe that with my professional experience coupled with my strong leadership and team-management skills, I will be able to add much more value to my existing portfolio. This would further help me climb up the success ladder in my respective area of work.

Upon completion of the MBA program at your university, I look forward to returning to Mumbai and exploring opportunities that allow me to put my knowledge and skills to good use for the betterment of the community at large. I also sincerely hope that this program would help shape my overall personality better.