

# Neharika Jain M S

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## Summary

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Dedicated and results-driven professional with a strong background as an Admissions Advisor, possessing 2.5 years of experience by handling Microsoft Dynamics 365 CRM. To obtain a position that will enable me to use my strong interpersonal and communication skills, good leadership skills, excellent documentation skills and ability to work well with people.

## Experience

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### University Of the People | Mysuru, Karnataka

#### Admissions Advisor | 03/2020 - 08/2022

- Offered comprehensive guidance to prospective applicants, furnishing detailed insights into the admissions process for a diverse range of degree programs and certificate courses.
- Communication was facilitated through both **email correspondence and live chat interactions**. Assumed a pivotal role in providing unwavering support, managing the complete spectrum from initial applicant inquiries to nurturing their journey into becoming enrolled students.
- Demonstrated an unwavering commitment to the organizational objectives, ensuring their meticulous fulfillment in terms of both quality and quantity.
- Achieved a commendable quality assurance rating surpassing the 95% benchmark, attesting to the consistent caliber of assistance provided.
- Orchestrated consistent follow-ups addressing concerns raised by applicants and inquirers, encompassing matters such as payment issues, document submissions, and inquiries related to the admissions process.
- Exhibited adept multitasking capabilities, proficiently managing concurrent chat interactions while upholding a high standard of service.

## Skills

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Communication skills, Attention to detail, Analytical thinking, Decision making skills, Problem-solving

## Education

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### GSSSIETW | Mysuru

#### BE in Electronics & Communication | 06/2019

CGPA - 6.5

### Vidhyaashram PU College | Mysuru

#### 2nd PUC | 04/2015

85%

### Baden Powell Public School | Mysuru

#### 10th CBSE | 04/2013

CGPA - 7.4

## Languages

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English, Kannada, Hindi

## Personal Details

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- Date of Birth: 31/10/1997
- Marital status: Married
- Nationality: Indian