## Shivani J. Shah

sweety254@gmail.com, Cell: +91 8141710917

E-401, Iscon Platinum, S.P.Ring Road, Nr. Bopal Crossing, Bopal, Ahmedabad- 380058.

Linked in: https://in.linkedin.com/in/shivani-shah-258847a0

Experienced & A Certified Counsellor for Canada (CCEA), Australia (EATC QEAC), USA (USATC), New Zealand (ENZ) & Global Career Counseling (GCC Univ. of California), with a demonstrated history of working in the overseas education industry, holding a Diploma in Education Psychology. Adept at developing college & career plans in tune with the needs of the students from a variety of academic & socio- economic backgrounds.

Expressing my interest for the role of an Assistant Manager/ Operations Manager, I believe that I would be a good fit for your team. I am dedicated to making sure that I operate as smoothly as possible with my position.

#### **Core Skills:**

- Responsible for developing growth strategies and plans, managing and retaining relationships with existing clients & increasing client base.
- Handling and training team from counseling to visa process.
- Student Counselling & Overseas Education Visa (Australia, Canada, NZ, USA, Uk, Germany, Singapore, Dubai & many more), Customer Service, Technical Support, Office Administration.
- Effectively addressing the queries of students regarding Study abroad & provide comprehensive consultancy with end-to-end solution.
- Skilled in student counselling, interactive, convincing & persuasive.
- Accurate and attentive to details.
- Productive worker with solid ethic who exerts optimal effort in successfully completing tasks.
- Innovative problem-solver who can generate workable solutions.
- Self-motivated individual having strong communication and negotiation skills.
- Ability to perform under pressure, adhere to time-lines and achieve targets.

#### **Work Experience:**

#### Job Profile:

- Understanding Student's eligibility & suggest the most appropriate Country, Course and University/College.
- Advising students on application procedures, visa applications, applying for accommodation and preparing students for their studies in the Canada, Australia, USA, UK, New Zealand, Germany, Singapore, Dubai and other countries.
- Identify skills, interests & career goals of the prospective students.
- Stay updated with all changes in policies, procedures & requirements for destination countries.
- Visa files preparation & lodgement.
- Follow up with the potential clients post their visit and ensure effective closure.

#### **Expert Education & Visa Services**

Sr.Counselor
April 2021 -June 2022

#### **AEMS Overseas Education Pvt Ltd**

Business Development Manager & Sr. Counsellor October 2020 – March 2021

## **Global Reach (Ahmedabad)**

Senior Counselor
May 2017 – September 2019

- Leads highest conversion ratio amongst team members.
- Chosen by the company to participate in the **Agent familiarization tour** for **Australia & New Zealand.**

#### Winny Immigration & Education Services Pvt Ltd, Ahmedabad.

Assistant Manager- Client Relationship. May 2016- November 2016.

- Preparing Visa file & documentation.
- Interacting with the clients
- Providing guidance regarding the file process
- Query solving
- Maintaining and updating client database.

## <u>Ambrish Tiwari's Ielts Academy, Ahmedabad.</u> Counselor (Part time) December 2015- April 2016.

- Counselling and communicating with students for IELTS, PTE &Spoken English.
- Follow up on the leads & converting them into sales.
- Maintain accurate student records.

## <u>Frontline investments & finance solutions, Rajkot.</u> Back Office Executive. November 2013 – January 2015.

- Managing Office Documentation.
- Solving client Query.
- MS-Office, Internet & mailing, Data-mining.

## A.J. Constructions, Mumbai

**Receptionist & Office Assistant.** 

February 2010 - September 2013.

- Working with Ms-Office and Internet.
- Undertaking office administrative functions
- Liaising with clients.
- Meet the required deliverables of the client.

#### **Buildcon Enterprise, Mumbai.**

Office Assistant & Tele-caller.

November 2007 - January 2010.

- Managing Office documentation.
- Preparing monthly work status report.
- Tele-Calling.

#### Saurashtra Central Industry, Rajkot.

#### Tele - Caller.

## May 2006 – September 2007.

- Disseminating product information.
- · Tele-marketing.
- Working with MS-Office.

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### **Computer Skills:**

Proficient with Ms-Office & other software. Able to work with various operating systems. Data mining & finding relevant information using various search engines, Scanning, Troubleshooting.

#### **Education**:

Diploma in Computer Technology. (Maharashtra State Board of Technical Education) BharatiVidyapeeth, Pune.

#### **References:**

To be furnished upon request.

## **Personal Details:**

Name: Shivani J. Shah Date

of Birth: 25<sup>th</sup> April 1981.

Marital Status: Single.

Languages Known: Gujarati, Hindi & English.

Contact: +91 8141710917.

E-mail: <a href="mailto:sweety254@gmail.com">sweety254@gmail.com</a>



# Canada Course for Education Agents (CCEA)

## **Shivani Shah**

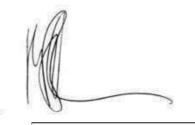
has successfully completed the Canada Course for Education Agents formal test and is now a

## **Canada Course Graduate**

Issued: 05 March 2018 CCG 00562







## **Bonnie McKie**

Executive Director CAPS-I





Education Director Languages Canada



## Markus Badde

CEO ICEF GmbH









## Professional International Education Resources

THIS IS TO CERTIFY THAT

## Shivani Shah

HAS SUCCESSFULLY COMPLETED THE
EDUCATION AGENT TRAINING COURSE QEAC CERTIFICATION EXAM
AND IS NOW A

# Qualified Education Agent Counsellor

Issued: 13 September 2018 QEAC No: N777

C.M EVASON IES Managing Director

QEACs are listed on the Qualified Education Agent database at www.eatc.com/qualified\_agents



This is to certify that

## **Shivani Shah**

has successfully completed the US Agent Training
Course and is now a

## **US Course Graduate**

Issued: 01 July 2019 USCG 00254

Markus Radde

**CEO** 

## ICEF GmbH

All USATC's are listed on the US Course Graduates database at www.icef.com

ICEF GmbH, Am Hofgarten 9, 53113 Bonn, Germany - Gerichtsstand: Bonn - AG Bonn: HRB 5577 
USt-ID: DE 122121734 - St. Nr.: 5205 / 5724 / 0070

## CONGRATULATIONS Shivani Shah

Shivani Shah Global Reach



# Record of Achievement

This agent has all the current knowledge about studying and living in New Zealand

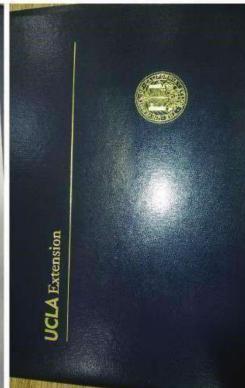
Completed 29 September 2017

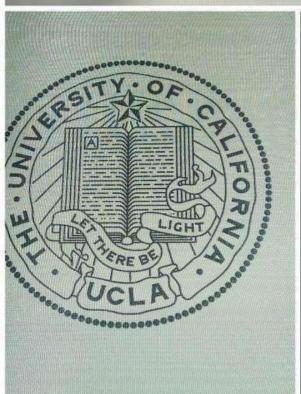




















THIS IS TO CERTIFY THAT

## SHIVANI J. SHAH

IS HEREBY QUALIFIED AS A

MYCAREERMATCH PRACTITIONER

Nathan Chanesman Founder & CEO MyCareerMatch

Dated. June 1, 2017



Ravi Lochan Si ngh Managing Director Global Reach



# Díploma

This is to certify that

Shivani J. Shah

Successfully obtained a Diploma in

Educational Psychology - Revised 2017

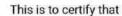


1241 -15148385





16th March 2020 Date of Award





## Shivani shah

has successfully completed the EF SET Certificate and has earned the English level:



#### Understanding the results

EFSET	1-30	31-40	41-50	51-60	61-70	71-100
CEFR	A1 Begirner	A2 Elementary	B1 Intermediate	B2 Upper Intermediate	C1 Advanced	C2 Proficient

Your level of English is73/100 on the EF SET score scale andC2 Proficient according to the Common European Framework of Reference (CEFR). This score is calculated as an average of your reading and listening scores



## Listening Section 74/100 C2 Proficient

You are comfortable in all situations that require full comprehension of spoken English; you are almost never confused or searching for the meaning of words and phrases. You understand nuances of expression and tone, humor and emphasis in all live theatrical presentations, films or broadcast presentations in English.

- Can understand with ease any kind of spoken language, even when delivered at fast native speed, provided with time to get familiar with any regional or other accent.
- Can understand lectures and presentations with a high degree of colloquialism, regional usage and unfamiliar terminology.



## Reading Section 71/100 C2 Proficient

Your command of English allows you to read virtually any kind of text (factual, literary, technical) and accurately recognize and categorize style and tone. You can understand complex technical writing on unfamiliar subjects on a wide range of topics.

- Can read with ease virtually all forms of written language, including abstract, structurally or linguistically complex texts such as manuals, specialized articles and literary works.
- Can understand a wide range of long and complex texts, appreciating subtle distinctions of style, and implicit meaning.





## **Shivani Shah**

has completed the following course:

#### STUDY UK: A GUIDE FOR EDUCATION AGENTS

BRITISH COUNCIL, STUDY UK AND THE GREAT CAMPAIGN

This course developed your knowledge of UK education, the UK as a study destination and the benefits of Study UK.

3 weeks, 3 hours per week









#### Global Head of Higher Education British Council



The person named on this certificate has completed the activities in the This learner has not verified their identity. The certificate and transcript attached transcript. For more information about Certificates ofdo not imply the award of credit or the conferment of a qualification Achievement and the effort required to become eligible, visitfrom British Council, Study UK and The GREAT campaign. futurelearn.com/proof-of-learning/certificate-of-achievement.



## **EnglishScore**

This is to certify that

## Shivani J. Shah

has achieved CEFR C1 in a test of English Proficiency



CEFR C1 · Advanced

Valid from 12 May 2020 to 12 May 2021

F

Joanna Pearson

English & Exams, Director of New Product Development **British Council** 

Accredited and endorsed by

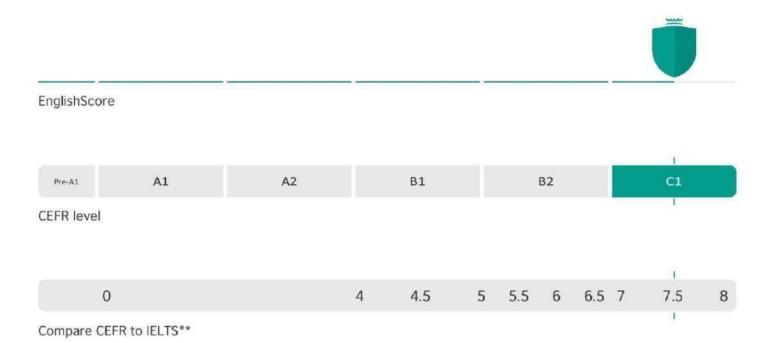








## **Understanding the EnglishScore**



## At this CEFR level you:

Can understand enough to follow extended speech on abstract and complex topics beyond your own field, though you may need to confirm occasional details, especially if the accent is unfamiliar.

Can recognise a wide range of idiomatic expressions and colloquialisms, appreciating register shifts.

Can follow extended speech even when it is not clearly structured and when relationships are only implied and not signalled explicitly.

Can understand in detail lengthy, complex texts, whether or not they relate to your own area of speciality, provided you can reread difficult sections.



Jan 25, 2022

## Shivani Jitendra Shah

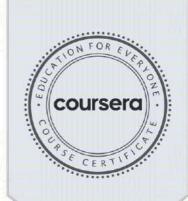
has successfully completed

Design-Led Strategy: Design thinking for business strategy and entrepreneurship

an online non-credit course authorized by The University of Sydney and offered through Coursera  $\,$ 

Ene Knight

Eric Knight Professor of Strategic Management at Macquarie Business School COURSE CERTIFICATE



Verify at coursera.org/verify/K52YEY59P2P8

Coursera has confirmed the identity of this individual and their participation in the course.



Jul 17, 2021

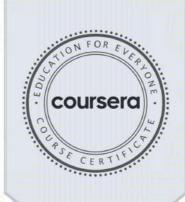
## Shivani Jitendra Shah

has successfully completed

International Leadership and Organizational Behavior

an online non-credit course authorized by Università Bocconi and offered through Coursera

COURSE CERTIFICATE



10)-00

Franz Wohlgezogen Assistant Professor Department of Management and Technology Università Bocconi

Verify at coursera.org/verify/7QAN3HMXY7ZC

Coursera has confirmed the identity of this individual and their participation in the course.



#### This is to certify that

## Shivani shah

has successfully completed the EF SET Certificate and has earned the English level:



#### Understanding the results

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