**Sarvesh Pratap Singh**

3Biggin Court, App 413

Toronto, Ontario M4A1M1

Contact Number :( 647) 527-7040

E-Mail: [talktosarvesh@gmail.com](mailto:talktosarvesh@gmail.com)

Dynamic operations management professional with a several year track record of exceeding established operational, placement, enrollment and retention, collection, and staff development goals. Successful at designing and implementing business strategies that increased student continuation rates and exceeded established college metrics.

**HIGHLIGHTS OF QUALIFICATION**

* Highly-dedicated, certified and organized College Administrator with over 5+ years of experience of counseling students, deciding on course curriculum, and addressing faculty/student issues.
* Certified Pearson VUE Test and TOEFL Administrator.
* Demonstrated leadership and managerial skills as a Student Coordinator at Immigration Source Canada.
* Developed key skills of motivating and encouraging staff as a Team Leader – Sales at Simpro Solutions
* Demonstrated communication and Interpersonal skills as a Corporate Team Leader in Hawk Marketing
* Exhibited time management skills as a Senior Process Executive at Infosys.
* Developed the ability to multi task in a fast paced environment as a Human Resources Trainee at BHEL.
* Proficient in MS Word, Excel, PowerPoint, Outlook and Internet Search Engines.

**EMPLOYMENT HISTORY**

**College Administrator May 2015 – Till date**

**Canadian College of Business, Science and Technology**

* Direct, coordinate, and evaluate the activities of personnel, including support staff engaged in administering academic institutions, departments or alumni organizations.
* Establish operational policies and procedures and make any necessary modifications, based on analysis of operations, demographics, and other research information.
* Plan, administer, and control budgets, maintain financial records, and produce financial reports.
* Recruit, hire, train, and terminate departmental personnel. Advise students on issues such as course selection, progress toward graduation, and career decisions.
* Formulate strategic plans for the institution. Participate in student recruitment, selection, and admission, making admissions recommendations when required to do so.
* Provide assistance to faculty and staff in duties such as teaching classes, conducting orientation programs, issuing transcripts, and scheduling even
* Conducting and organizing job fairs thereby liaising with employers in various fields.
* Preparing and maintaining KPI records for The Ministry of Education.
* Audit the financial status of student organizations and facility accounts.
* Write grants to procure external funding and supervise grant-funded projects.
* Consult with Ministry of Education or other government regulatory and licensing agencies to ensure the institution's conformance with applicable standards.

**Senior International Student Coordinator May2014- May 2015**

**Immigration Source Canada**

* Guiding students regarding educational issues such as course and program selection, time-tables and scheduling and school adjustment.
* Train and coach all our international student recruiter agents worldwide about different types of courses and application requirement of particular colleges and universities.
* Counsel International Students who are interested to study aboard. Help them to select the best programs and country they want to go for higher education.
* Provide Help and assistant to the students in all college admissions and immigration matters.
* Recommending, planning, and implementing pay structure revisions.
* Focused on career development and helping them to find the job after graduation.
* Conducting training and development sessions including new hire orientation, leadership training and professional development workshops.
* Identifying and assessing individual requirements for training and development to improve performance and productivity.

**Team Leader - Sales March 2013-May 2014 Simpro Solutions, Toronto, Canada**

* Supervising a group of 20 employees in a fast-paced environment.
* Monitoring employee performance through observational coaching, metrics analysis and feedback devices.
* Effectively coaching and motivating employees to deliver desired results.
* Ensuring calls were compliant according to Company standards resulting in lower customer complaints.
* Escalating and resolving customer complaints thereby leading to customer satisfaction.
* Training new recruits and monitoring their progress till completion of probationary period.

**Corporate Team Leader -Operations November 2012-March 2013**

**Hawk Marketing, Toronto**

• Accountable for project/engagement deliveries as directed by Project Manager and client.

• Organizing and developing promotional activities as well as event planning.

• Recruit, train and coach new employees.

* Developing constructive professional relationships with clients by understanding their service needs and meeting their expectations.
* Testing accuracy of campaigns thereby leading to quality execution of campaigns.
* Conducting face to face interviews and providing feedback regarding candidate.
* Mentoring team members and helping them improve their skills leading to achievement of goals.
* Working closely with other team leaders to identify, document, and apply best practices in campaign strategies and tactics.

**Senior Process Executive –Operations for British Telecom 2010-2011**

**Infosys, Bangalore, India**

* Verifying executed transactions and basic information of clients account related to client query.
* Compiling performance reports of employees and submitting to higher management.
* Resolving complex escalations in order to ensure client satisfaction within turnaround time.
* Identifying learning gaps in employees and providing adequate training.

**Project Trainee for the Process of Recruitment and Selection January2010-May2011**

**BHEL (Bharat Heavy Electronics Limited), India**

* Worked under the Recruitment Manager, to understand the process of Recruitment and Selection in the organization.
* Assisted the Recruitment department by conducting interviews, background verifications and short-listing candidates.
* Scrutinizing applications, conducting the initial round of interviews and providing necessary information about the job.
* Coordinating Induction trainings under the supervision of the HR Manager and department.

**EDUCATION**

**Post Graduate Certificate in Human Resources Management 2012**

Centennial college, Scarborough, Toronto

**Bachelor of Business Management (specialization in Human Resources) 2010**

Bangalore University, Bangalore, India

**Certified TOEFL and Pearson Administrator**

**TECHNICAL SKILLS**

Computers

• Advanced proficiency with MS Word, Excel, PowerPoint, Access and the Internet

• SAP (Systems Applications and Products)