

**SHALINI SINHA**

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Analytical and detail-oriented professional with experience in coordinating, planning and performing administrative functions to excel in office administration and relationship with the clients

- Demonstrated capacity to provide comprehensive support for senior level staff including managing and coordinating projects and processes in support of effective business operation.
- Proven track record of accurately maintaining detailed records, generating reports, co-ordinating meetings and multitasking within fast paced atmosphere.
- Proficient in Microsoft office suite (word, outlook, PowerPoints) and managing, arranging, and coordinating executive calendars, travel, contacts, conference bridges, appointments and luncheons events.

**Total work Exp.: 07 yrs. 8 mnths**

**Abhisha International Industries**

**Position: Admin & Sales (3rd Jan 2023 - Now)**

**Responsibilities: -**

- Nurturing relationship with clients
- Setting up goals for the Business development team and assist.
- To design and implement innovative strategies to expand business
- Pursuing leads and moving them through the sales cycle.
- Analyse the issues and give proper solution

- Researching, planning and implementing new target market.

### **Learnmedix – Zero to Zenith**

**Position: Sr. Admission Counsellor (July 2022 – Dec 2022)**

**Responsibilities: -**

- Lead generation and identify the potential customer
- Pitch the courses to the students and parents
- Maintain strong follow ups and regular feedback calls
- Update and create tailored client proposals and close the deals
- Communication, problem solving and client relationship building

### **Mrs India International Queen**

**Position: Business Development Associates (Sep 2020 – June 2022)**

**Responsibilities: -**

- Involves in Inbound and Outbound Calling
- Maintaining data, Excel sheets, sending E-mails
- Inquiries Follow ups, Resolving client's queries, conversion of pre-qualified leads into positive client.
- Developing Strategies to maximise Sales

### **Tech mahindra Ltd.**

#### **Process: Flipkart large**

**Position: Customer service associates (CSA)02/2018 - June 2020)**

**Responsibilities –**

- Attending customer's queries
- Resolution for those queries
- Interaction with cross functional team

- E- mail and chat with customer to provide support

## **S.R. International School Bareilly (UP)**

### **Position: Admission Counsellor 07/2016 – 03/2018**

Trusted to coordinate with the Parents about the exposure and positive schemes in Admission to different classes. Maintained and develop good relationships, new businesses, and discussion of different offers for the students

- Advise students on application processes. ...
- Conduct orientation programmes. ...
- Manage student data. ...
- Communicate with universities. ...
- Perform personality analysis tests. ...
- Spread awareness of admission openings. ...
- Educate students on scholarships. ...
- Relationship management.

### **KEY SKILLS AND COMPETENCIES**

Administrator Skills :

- Well organised, and be able to prioritise work in an efficient manner.
- Excellent in convincing and counselling .
- Good level of numeracy.
- Good at juggling tasks and prioritising.
- Impeccable telephone manners.
- Resolving and managing queries to closure.
- Calm and composed under pressure and able to work to tight deadlines.
- Ability to work within a busy and demanding team environment.
- Able to work with minimum amount of supervision and on own initiative.

## **AREAS OF EXPERTISE**

Well versed with relationship with clients

Leads Conversion by delivering the best of organization

Extra ordinary Convincing skill

Efficiently working under panic situations too

## **EDUCATIONAL BACKGROUND**

- **Bachelor of Science in Zoology Botany and Chemistry from Bareilly college Bareilly.**
- **3 years course (GNIIT) from NIIT Noida Centre**
- **Qualified B.Ed.**

**Thanks**

**Shalini Sinha**