

# Divyanshi Agarwal

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## PERSONAL SUMMARY

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A competent, organized, and outgoing individual with a strong work ethic and exceptional communication skills. Keen desire to learn new tasks and grow, and committed towards the growth of people and organisation. As a motivated, goal-oriented, responsible employee, I would now like to optimally implement and expand my knowledge and skills at your company.

## EDUCATION

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**NTA UGC-NET** (NATIONAL ELIGIBILITY TEST)  
University Grants Commission, India

2020

**M.Sc.** (MASTERS OF NUTRITION & DIETETICS)  
MJRP University, Jaipur

2016-2018

**B.HSc.** (BACHELOR OF HOME SCIENCE)  
Banasthali University, Newai

2013-2016

**COURSES STUDIED:** NUTRITION SCIENCE, CLINICAL PSYCHOLOGY, HR MANAGEMENT, COMMUNICATION PROCESS, INTRODUCTION TO WORK STUDY

## SKILLS

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- Technical Skills
  - Microsoft Office Suite (Word, Excel, PowerPoint), Google sheet
  - Data Analysis (Salesforce, Lead square, Tableau, OMS, Tooljet, WMS)
  - Customer Management (Ameyo)
  - HR processes (SAP SuccessFactors)
- Networking Skills
- Teamwork/ Collaboration
- Adaptability
- Strong communication & Inter Personal Skills
- People Management

## WORK EXPERIENCE

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**Think and Learn Private Ltd** (Byju's)

Ajmer, India

Academic & Service Consultant /Customer Support /Business Development

Feb 2022 – Apr 2023

- Greeted customers as they entered the centre and identified their need, provided support and answered questions
- Managed fee model, process flows and operations support for Ajmer Centre
- Maintained all incoming and outgoing documents of clients and office personnel
- Arranged and coordinated online and offline meetings, conference, workshop at centre
- Scheduled meetings and event calendars
- Handled multiple clients at a time in the absence of manager
- Maintained all office supplies needs like stationery and equipments.
- Prepared sales database and presentation of upcoming event and monthly goals
- Handled all pre and post-sale activities from induction to onboarding (orientation)
- Maintained statistical database of customers feedback, resolutions, and other records
- Coordinated all teams such as Sales, Academic, Operations and HR for smooth functioning
- Resolved beneficiary concerns, complaints or issues with empathy and professionalism
- Handled all inbound & outbound customer queries on Ameyo and Outlook
- Developed customer engagement model which increased in retention of students
- Acquired new customers through referrals making our centre highest in west zone
- Counselling and converted new customers through soft conduction
- Maintained 100% SLA by solving cases withing TAT

### *Talent Acquisition*

*Apr 2022 – Aug 2023*

- Led new talent acquisition and recruitment processes for over 25 new full-time hires
- Scheduled interviews for candidates across various roles
- Organised induction training sessions for new hires
- Collected interviews feedback and determined compensation packages for prospective hires
- Handled salary negotiation part
- Communicated passive job seekers via cold calling

### **IGNOU** (Indira Gandhi National Open University)

*Ajmer, India*

#### *Academic Consultant for CFN (Certificate in Food and Nutrition) programme*

*Sep 2019 – Apr 2023*

- Facilitated learners about the subject content by supervising research papers/project works
- Conducted onboarding sessions with new customers for the product and its features
- Provided general curricular advising and long- range course planning
- Administered training programme for the onboarding of new students

### **Healthifyme Wellness Pvt Ltd**

*Ajmer, India*

#### *Consultant Sales Nutritionist*

*May 2021 – Sep 2021*

- Conducted nutrition counselling sessions and prepared personalised nutrition plans for clients
- Delivered group coaching sessions and nutrition education workshops

### **Mascot The School**

*Ajmer, India*

#### *Home Economics Teacher*

*Apr 2019 – Feb 2021*

- Taught Home Economics to 10+2 students

### **MJRP University** (Mahatma Jyoti Rao Phoole University)

*Jaipur, India*

#### *Assistant Professor*

*Aug 2018 – Dec 2018*

- Taught subjects Nutrition & Dietetics, HR Management, Textile Designing, Human Development, Child Psychology
- Involved in PR, finance, HR and operations management department

## **ACHIEVEMENTS**

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- Certification of Data Privacy and Protection Awareness
- SG Verification Certificate ISO 9001 certified by Hire Right
- Project Assistant in Malnutrition programme in Newai by Government of Rajasthan
- Certification of Completion “International Certified Career Coach Foundation Level-1” organized by Mindler and Career Development Alliance (USA) on Nov 19-20, 2021
- Abstract submission in “Interdisciplinary National Conference 2018” on the topic “ROLE OF HOME ECONOMICS IN SOCIAL UPLIFTMENT AND WELL BEING OF SOCIETY”
- 12TH CBSE BOARD District Topper
- B.Sc. BANASTHALI VIDYAPEETH Silver Medallist in Home Economics
- M.Sc. MJRP UNIVERSITY Gold Medallist in Nutrition and Dietetics