

Samanjyot Kaur Kohli

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PROFESSIONAL OBJECTIVE

Looking forward for a challenging environment, where I can refine my skills and abilities to expand my knowledge for the dynamic, visionary and competitive with the changing scenario of the world and to contribute for the growth of the organization.

PROFESSIONAL EXPERIENCE

Letsgro Preschool and Daycare (Klayschool), Ahmedabad - Centre Head

January 2023 - Till Date

- Team Handling of Teachers, Admin, Caretakers & Housekeeping.
- Counseling of Teachers and Parents. Escalations and Queries handling.
- Giving tours & detailed information about the centre.
- Vendor Management.
- Making and implementing of policies and processes necessary for centre operations.
- Ensure health and safety Norms are properly followed.
- Curriculum making and ensure proper follow up.
- Providing training and grooming instruction to the staff.

Connekt Co-working Space, Ahmedabad—Centre Manager.

September 2020 - January 2023

- Responsible for making SOPs, Agreements, Products & Billing processes and Management Protocols.
- Guiding Team for smooth functioning of Centre Operations & Sales.
- Act as the face of the company for client's problems solutions.
- Responsible for team training, process making & client coordination.
- Billing the clients and ensure the client's payment has been received by the due date.

Incuspace Solutions Pvt Ltd, Ahmedabad— Centre Manager.

June 2020-September 2020

- Worked in the Customer support department of the fresh move.
- Administered stock maintenance and centre readiness work.
- Vendor Collaboration.
- Lead the Operations team.
- Discussed our plan with the different teams and launched our centre.

Regus IWGPLC, Ahmedabad—Deputy Team Lead- Community Manager.

January 2016 - March 2020

- Operations along with Clients & Team Handling of 4 Centre's in Gujarat State & 3 Centre are in Indore City.
- Worked as a Team lead for Team & Clients.
- Ensure proper invoices have been done to the clients & timely follow-up for payments with the clients.
- Ensure proper invoice received from vendors and timely payment done.

Club Mahindra, Ahmedabad — Member Relationship Executive.

December 2012- January 2016

- SPOC for all VIP and VVIPs listed members of Gujarat.
- On boarding of new members & explaining the product features and process for their membership tenure.
- Handled CEO, Social Media Client's Escalations and provide adequate solutions.

Spicejet Airlines, Ahmedabad — Customer Service Executive.

January 2011- December 2012

- Handling Airport Operations & Passengers of incoming & outgoing flights.
- Ensure timely departure of flights
- Ensure smooth functioning of incoming flights.
- Expert in handling flight diversion passengers.

EDUCATION

- B.Com from New L.J. Commerce College, Ahmedabad (Gujarat) in the year of 2010.
- Higher Secondary from Gujarat Law Society (G.L.S), Ahmedabad (Gujarat) in the year of 2007.
- High School from Gujarat Law Society (G.L.S), Ahmedabad (Gujarat) in the year of 2005.

FUNCTIONAL SKILLS

- Effective in Communication in Client Services & with an ability to convey ideas.
- Ability to work under pressure, Smart worker, Goal oriented. & Problem Solving
- Knowledge of Business Strategy, Team Management, Vendor Management
- Hand on Experience In Operations Management, Team Leadership.
- Skills in SOP & KRA drafting, Escalation Handling.
- Ability to plan and accomplish challenging tasks.
- Adaptive and quick learner of new technologies.

AWARDS /RECOGNITION

- 2 promotions in 4 years of working tenure in IWGPLC-Regus.
- Appointed as SPOC for VIP, VVIPs listed members in Club Members

PERSONAL DETAILS

Name : Samanjyot Kaur Kohli
Husband Name : Rajneet Singh Kohli
Date of Birth : June 20, 1989
Languages Known : English, Hindi, Gujarati & Punjabi
Address : Chankyapuri, Ahmedabad, 380061 Gujarat

DECLARATION

- I do hereby declare that the particulars of information and facts stated herein above are true, Correct and complete to the best of my knowledge and belief's.

Place:

Date:

(Samanjyot Kaur Kohli)