**Curriculum Vitae**



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| **Name :** Geetanjali Samal |
| **Mail ID:** gitanjali.official1@gmail.com |
| **Contact number :** 9831170945 |

***Career Objective:***

Seeking an opportunity to work in a challenging environment demanding all my skills and adapt myself in different fields for the development of the organization with impressive performance. Proven ability to establish rapport with clients via meeting the SLA. Looking forward to take next career step with a well-respected company.

***Academic Profile:***

**Educational Qualifications:-**

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| **Institute/University** | **Degree** | **Division** |
| University of Kolkata | Bachelor of Arts-Political Science (H) | 2nd Div |
| West Bengal council of higher secondary education | Higher Secondary | 1st Div |
| West Bengal Board Secondary Education | Madhyamik | 2nd Div |

***TECHNICAL SKILLS:***

* Proficient in Microsoft Office – Excel, Word.
* Good Typing Skill.

***STRENGTHS:***

* Good Communication Skills
* Leadership Qualities
* Creativity
* Quick learner
* Ability to work under pressure
* Time management
* Dedication
* Willing to learn new things
* Trustworthiness
* Prompt responding to general inquiries related to process from members, client (External/Internal) via telephone or via email.

**Work Experience**

**SRI SRI ACADEMY SILIGURI**

EXPERIENCE: - 02.MAY 2022 TILL DATE

JOB PROFILE: SENIOR ADMISSION COUNSELOR AND COORDINATOR **(Posted in Kolkata H.O).**

**JOB RESPONSIBILTIES (Senior Admission Counselor & Coordinator)**

* Posted in H.O (Kolkata) & directly reporting to the management.
* Counseling & guiding the parents over phone as per their requirements.
* Briefing them about our school.
* Converting the leads into Admissions.
* Attending info sessions in different cities.
* Guiding & leading the team of three in Siliguri with regards to the data, admissions etc.
* Coordinating with School Team in Siliguri for completion of further process.
* As Coordinator, my job role was to be in sync with other departments such as HR, IT, ADMIN, ACCOUNTS, SALES & MARKETING for various things.
* Preparing Salary of Teaching & Non-Teaching Staffs
* Preparing offer letters, Appointment letters, Renewal Letters, Leave Policy as guided by the management.
* Scheduling interview, conducting Telephonic & Virtual Interviews.
* Taking updates & following up on ERP software with IT.
* Preparing different type of Daily, Monthly, Weekly reports with regards to the admission as & when required by the management.
* Speaking to the different Consultant for School Tie ups in other states.

**ADITYA ACADEMY GROUP OF SCHOOLS**

EXPERIENCE: - 23RD Mar 2018 – 30th April 2022.

JOB PROFILE: SENIOR ADMISSION COUNSELLOR

**JOB RESPONSIBILTIES (Senior Admission Counselor)**

* Attending calls & counselling the parent for admission for all branches.
* Preparing & sharing several admission related reports to management.
* Taking parents for School & Hostel Tour.
* Coordinating with school for further process (Interaction & Admission).
* Maintaining & allotting the generated leads to different branches.
* Following up with the pending admission cases.
* Maintaining data & sending admission & registration reports on daily basis.

**JUST DIAL PVT LTD**

EXPERIENCE: - 23RD Mar 2007 till 17th Sep 2017.

JOB PROFILE: - SR.QUALITY ANALYST

**JOB RESPONSIBILTIES (SR QA)**

* Barging & sharing feedback of the calls handled by the agents.
* Guiding the agents how to handle calls professionally along with proper modulation, etiquettes.
* Handling client complain & providing resolutions.
* Training & updating the agents with new process or updates.
* Maintaining attendance, performance report etc. of the team mates (Q.A’s).
* Solely responsible for Kolkata Sites performance.
* Preparing different reports & publishing in Pan India.
* Conducting Mock Calls with the agents.
* Actively involved in survey’s which were conducting by the company from time to time.

***ACHIEVEMENTS:***

* Multiple times won best Quality Analyst title in RNR.
* Received multiple awards & accolades for Best QA.
* Pan India holds 2nd ranking as a SR QA for several last quarters.
* Have received numerous appreciations from the callers.

***PERSONAL DETAILS:***

Father's name : Late Mr Golak Samal

Mother's name : Mrs. Basanti Samal

Address : 22 Incinerator road, Flat no -21,LP -34/3/1, Dum Dum 700028

Date of Birth : 15. 11. 1983

Nationality : Indian

Languages known : English, Hindi, Bengali, Oriya

Interests : Rescuing & Feeding Stray Animals, Music, Traveling, Painting or Art n craft,

Social networking.

I hereby declare that the above mentioned information is true to the best of my knowledge and belief.

Place: Kolkata

Date: