



# KANIKA KAUSHIK

## Business Operations-SERVICE COUNSELLOR

### CONTACT

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+91-9736839504 

### EDUCATION

MCA  
Bahra University  
2015  
98.9

BCA  
St. Bede's College  
2012  
72

### CAREER OBJECTIVE

•Pursuing Google Data Analytics certification. • Hands-on experience in working with Microsoft Office (MS-Excel, MS- Word, PowerPoint). • Over 2.5 years of experience in training languages i.e. HTML, JavaScript, C, C++, Sql. • Coordinating with teams to increase the work efficiency. • Have lead the group of trainers to Maintain the work ethics and to increase the business standards. • Conducting Training and workshops meets. • Experience in Guiding Clients regarding the curriculum and company's motive. • Solving the problems of Customer regarding any issues in teaching. • Experience in interacting with the teams, clients and understanding their requirements. • Good communication skills, adaptable to new technologies and work environment and problem solving skills.

### WORK EXPERIENCE

#### SERVICE COUNSELLOR

Thinks and Learn Pvt. Ltd

Mar 2022 - current / Bangalore, KARNATAKA

- Evaluate large amounts of data. Handling the details of 200 customers and maintaining the data for their requirements.
- Trouble shooting the tech issue of students.
- Counselling students and parents about our courses and competition exams landscape (Data Representation)
- Interaction with students and parents on routine basis for giving them BYJU'S (Customer interaction) and providing the details of same to the stake holders.
- Monitor class schedules to ensure smooth running of classes
- Monitor schedules and escalate issues regarding attendance adherence
- Liaison with head office for upcoming programs, admission tests, schemes and other
- Liaison with academic lead for smooth student teacher relationship
- Handling assigned administrative responsibilities
- Listen to student's concerns about academic, technical or social problems
- Organize peer counselling programs. Working for increasing company's SLA and to increase the SRA of KRA.
- Track and report student performance at regular intervals
- Skilled to work with MS-word and MS-excel and presentations.

**Platforms : Zen desk , Sales Force, Lead Squared , Tableau, Excel, Google Sheets, Google Forms**

## CODING INSTRUCTOR

### CAMPK12

Sep 2020 - Feb 2022 / Delhi, DELHI

- ♦ India
- ♦ Currently Working in CAMPK12 as Coding instructor (JavaScript, Machine Learning, AI with JS), joined on 21 Sept 2020
- ♦ Course: App development, Teaching the app development and AI with JavaScript course
- ♦ Language: Java Script
- ♦ Creating UI of the App, Chat Bots
- ♦ Platforms: P5.js, ML5.js, Teachable Machines
- ♦ Skills: Dealing with Datasets, Web API, JSON, Firebase, Machine learning models, AI
- ♦ Attending Parent teacher meetings
- ♦ Testing students to assess grasp of class material presented in courses and workshops
- ♦ Built and maintained positive relationships with students, parents, colleagues and administrators to facilitate positive and effective educational experiences
- ♦ Utilized hands-on curriculum and other teaching methods to educate students
- ♦ Managed curriculum development and daily facility operations in alignment with corporate
- ♦ Having more than 1313+ hours of online teaching experience

## COMPUTER TEACHER

### Army School

Jul 2019 - Mar 2020

- ♦ Amritsar, India
- ♦ Illustrated practical uses of Computer Science curriculum to enhance student passion and understanding
- ♦ Timetable Management
- ♦ Taught using a range of programming and development tools, including HTML5 and C
- ♦ Delivered Computer Science curriculum in innovative ways to engage and enthuse high
- ♦ Participated in staff meetings and training sessions to ensure continuous professional
- ♦ Report generation
- ♦ Hands-on experience with MS-excel

## GUEST LECTURER

### St. Bede's College

Jun 2017 - Oct 2021 / Shimla, HIMACHAL PRADESH

- ♦ Performed post-related administrative duties, including report Generation and grades

- ♦ Provided advice and support to students both individually and in groups, allowing optimal
- ♦ Compiled, administered, and graded examinations to assess student learning and identify
- ♦ Software's and Languages: HTML, CSS, JS MS-Excel

#### **INTERNSHIP**

- ♦ Organization: - Department Of IT
- ♦ (Shimla Tenure:- Six Months
- ♦ Project: - Planning Permission of Town and Country
- ♦ Role: - Trainee designer

#### **STRENGTHS:**

- Positive attitude and keen learner.
- Problem Solver.
- To adapt changing environment.
- Believe in team building.
- Good verbal communication.
- Adaptive to the new technology.

#### **INTERESTS**

Travelling, interacting with people, Exploring Different cultures, dancing.

#### **ACCOMPLISHMENTS**

- Recognized by University for academic excellence, **awarded Gold Medal** for the same.
- Felicitated as the coordinator in arranging fests and meetings.
- Platinum badge holder in CAMPK12 for excellent teaching with 4.9 rating.