

PRASHANT KUMAR

491,opp.Arya samaj school,
kosi kalan-281403(mathura)

Contact: +91-8826232316 E-mail: prashantkumar8oct@gmail.com

Dear Sir,

I am submitting herewith my resume for your perusal and favorable consideration for the post of _____ in your organization.

Review of credentials would confirm that currently I am associated with APPLECT LEARNING SYSTEM PVT.LTD. as SENIOR EDUCATION COUNSELLOR (Sales and Operations) and offering performance driven experience of 1 years with strong exposure in complete operational, strategic and process support. Proven acumen in Sales, Operations, Data Management, Targer achievement and Customer Service.

I reckon that my grooming level along with my academic credentials has reached a point when I may look outward for a higher level position requiring complete grasp of overall functionality and high level of professional maturity.

I am confident that you would find my strong initiatives and commitments to excellence coupled with demonstrated experience and exposure ideal for the position.

I would welcome a personal meeting to further discuss your requirements and my ability to meet the same.

Thanking you for your consideration and forthcoming response.

Yours sincerely,

Prashant Kumar

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SALES AND OPERATIONS / CUSTOMER SERVICE / MIS

Seeking challenging position with a dynamic service organization that will strategically utilize my skills while providing opportunities to amalgamate personal enrichment with professional goals.

PROFILE

♦ **Senior Education Counsellor - Sales and Operations**

- ♦ Competent BPO Services Professional offering 1+ years of experience in sales and Operations.
- ♦ Core competency in Telephonic Sales and Marketing.
- ♦ Rich people management skills with demonstrated abilities in managing customer centric backend operations, ensuring customer satisfaction by achieving delivery & service quality norms.
- ♦ Highly motivated, positive, innovative and goal-oriented, with demonstrated professionalism, attention to detail and problem solving skills.
- ♦

Core Competencies

▯ Sales and Operations	▯ Performance Management	▯ Targer Achievement
▯ Data Management	▯ Strong Interpersonal Skill	▯ MIS
▯ Customer Service	▯ Data Utilisation	▯ Co-ordination

PROFESSIONAL EXPERIENCE

Applect Learning System Pvt.Ltd.

May 28th - Till Date

Senior Education counsellor - (Sales and Operations)

- ♦ An Education counsellor in sales and operational department whose key role to generate revenue & achieve daily,fortnight,monthly targer.
- ♦ Taking care of MIS for the same processes.
- ♦ Taking care of Backend Operations.
- ♦ To consistently meet the targets and goals set by the clients for the process.
- ♦ To ensure attainment of the highest quality standards as per the industry and thereby ensuring 100% customer satisfaction along with the revenue for the organization.
- ♦ Auditing the Order Processing to make sure a constant learning is happening for the Backend Executives.
- ♦ Sending weekly, fortnightly and Monthly reports along with the required analysis.

Key Achievements:

- ♦ *Successfully Implemented Daily Trackers and Monthly MIS to ensure all control points are in place.*
- ♦ *Key member in a Team..|*
- ♦ *Handled all queries of customers (outbound) & Clients and ensured minimal delay in service delivery to the customer.*
- ♦ *Responsible for maintaining error rate .*

Key Achievements:

- ♦ *Recognized as 2nd Top performer for JAN 1st fortnight ,where I achieved 157.62% of target in Sales and Operations awarded by Retail Head mr.Arfat rizvi.*
- ♦
- ♦ *Recognized as 2nd Top performer for JAN month,where I achieved 152.38% of target in Sales and Operations awarded by Retail manager mr.Jatin dosaj.*

EDUCATIONAL & PROFESSIONAL CREDENTIALS

B.B.A. 2012

Rajiv Academy for Technology & Management (mathura)

Senior Secondary, 2009

CBSE (Saraswati vidya mandir ,kosi kalan,mathura)

Higher Secondary, 2006

CBSE (Saraswati vidya mandir ,kosi kalan,mathura)

Date of Birth: 08th October 1991

Marital Status: Single

Language Proficiency: English and Hindi.

References: Available on request
