

NIGATH ABDUL MAJEED

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Seeking a challenging career by giving all my skills to my profession and awaiting a senior role. Also, to constantly upgrade my knowledge and skills and make a difference in whatever I do.

PROFESSIONAL EXPERIENCE

CAprep18 JK. Shah classes (Network 18)

July 2018 to at present

Senior Executive (Counselor)

- Make outbound calls to recruit prospective students from the point of inquiry to matriculation.
- Becoming very familiar with the CA exam to be as efficient and knowledgeable as possible when making calls.
- Follow up with the students that may require additional Information
- Building a relationship of trust and respect with clients
- Listening to clients' concerns, empathizing with them, and helping them to see things more clearly or in a different way
- Create the need for Smart Learning and advise student-parent to enroll for classes
- Handle Objections and Price Negotiation to generate Sales Revenue
- Consult with other counselors and supervisors as appropriate.

Genext Students:

Oct 2017 to June 2018

Counselor

- Make OUTBOUND calls to the parents/students searching for private home tutors
- Capture basic information from parents/students regarding class, subjects, area, budget etc.
- Record all captured information electronically
- Match the parent/student with the desired tutor and close the lead
- Take regular feedback from parents/students and tutors Attend INBOUND calls from parents/students/tutors as and when required

TIME - Supreme Education Pvt. Ltd.:

March 2017 to Oct17

Counselor

- Counseling of all walk-ins and effective follow up with prospects.
- Mentor students through resolving queries and other problems.
- Map student's requirements and offer appropriate course offered by TIME
- Address and resolve students concern or queries if any.
- Responsible for entire student enrollment cycle: Prospecting, Counseling, Admission, Support, Satisfaction, Retention and Productive Output

Aegis limited, An ESSAR enterprise

August 2014 – March2017

Customer Service Representative

- Ensured quality customer satisfaction from initial greeting through completion of chat or call
- Handled emotional customers with delicacy, listening empathetically while maintaining company policy
- Listen attentively to caller needs to ensure a positive customer experience
- NISM certified

CarWale.com

June 2014 – April 2014

Executive

- Provided customer service, assessed needs of clients, suggested appropriate products and answered queries
- Excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer
- Respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products

EDUCATION

IATA-UFTAA Foundation Level One	March 2013
IITC Diploma in International Airlines and Travel Management	March 2013
University of Mumbai SIES College of Arts & Science BA (Politics)	March 2011
Maharashtra State Board Higher Secondary School Certificate	March 2008

SKILLS

- Operating System: Windows and Macintosh
- Software: Computer Reservation System – AMADEUS, Word, Excel and PowerPoint
- Languages: English, Hindi, Malayalam, French and Arabic

ACHIEVEMENTS / ASSOCIATIONS

- Worked with Consumer Guidance Society of India on a special Project on 'Energy Labelling' as a volunteer for Bureau of Energy Efficiency
- Worked with Alert India on a Leprosy Elimination Action Program
- Provided voluntary assistance to variously challenged students as Writer for the Centre of variously challenged students
- Active participation in social welfare activities in school and college