

Priyanka Rajput

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Career Intent.

Eager to bring my expertise and experience in promotion and marketing and also ensure overall efficiency of my job in a company which rewards hard work and better learning experience.

Summing-up with core competencies.

- Sound expertise in maintaining Client Relations and Managing Centre / Branch
- Strong in Team Management, Training New Recruits, Lead Management & Online Promotion
- Expertise in Counseling, Event Handling and Managing Kiosk activities
- Handled ITM's official Social Media Platforms
- Creating Central reports to identify issues and escalation to higher management
- Coordinate with all departments to implement new initiatives and changes

Work Experience. (Total Experience: 10 years and month)

Presently working at S-IT Software Training Institute.

Designation : Centre Manager (Branch Head)

Duration : January 2019 to Present

Key Responsibilities:

- Heading branch and managing responsibilities for Operation, Marketing and Sales
- Planning and Scheduling Batches
- Responsible for the Revenue Generation of Centre / Branch
- Handling team and Vendors for Promotional activities
- One point of contact for print media with vendors and agencies (Flyers, Brochures, Standees, etc)

Worked at ITM Group of Institution.

Designation : Deputy Manager

Duration : March 2011 to January 2019

Key Responsibilities:

- Lead Generation. Extraction of quality leads with regular feedback & to increase the number of interested & eligible prospects to convert into admission
- Team Management, ensuring team bonding and interaction as to avoid attrition happening on the grounds of dissatisfaction in the team
- Monitor and Evaluate Metrics, identifying required actions necessary to achieve service level and quality targets, maximize first time call resolution, and minimize customer complaints, transfers, and escalation
- Monitor calls to ensure positive customer experience and provide direct feedback on observed performance

- Training - New Recruits, training the remote office(s), new executives on program & admission process
- Assists the Team Manager with identifying and implementing ways to develop team members and improve overall performance
- Preparation of Call Script for PGDM Program with the approval of the Head of the Department
- Handling complete college & event database, purchase database, kiosk activities with database security and distributed calls to all marketing offices for Calling/ SMS / Email
- Handling ITM's official media platforms (Facebook, Pagalguy.com, others)

Highlights:

Awarded with star performer of the month June 2017

Previous work experience

- Worked at RBPO {DAKC} as C.I.E from 07th June 2010 to 2nd March 2011
- Worked at NAAPTOL.ONLINE SHOPPING PVT LTD as business executive from 27th July 2009 to 25th April 2010

Education:

- Completed Executive MBA in Marketing from ITM Business School Navi Mumbai in year 2017 with first class
- Completed B.Com with an aggregate of 69% from Mumbai University, Mumbai in the year 2009.
- Schooling from Maharashtra state board in the year 2005.

Personal Details:

Date of Birth : 11th June 1988
 Gender : Female
 Father's Name : Rupsingh Rajput
 Languages known : English, Hindi, Marathi
 Permanent Address : F-131, sector – 3, Airoli, Navi Mumbai.

I assure you my honesty and dedication towards my job if given an opportunity to work in your esteemed organization.

Thanking you.

Yours Faithfully

(Priyanka Rajput)