**Resume**

**Younus Khan**

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**Career objective**

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

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**Professional Experience:-**

**Sunrise International 14 June to till date**

**Role- Assistant Manager- Skilled Migration (Australia)**

1. Skills Assessment and Application Preparation:
   * Prepare and submit applications for skills assessments with organizations such as ACS, VETASSESS, Engineers Australia, AITSL, TRA, etc.
   * Manage the submission and uploading of online visa applications, ensuring all required documents are accurately included.
2. Visa Application Support:
   * Assist the Immigration Head with inquiries related to visa processes, document gathering, data verification, and application preparation.
   * Ensure that all client documents and application details are meticulously checked and compiled.
3. Client Records and Compliance:
   * Maintain and update client folders to ensure compliance with regulatory requirements.
   * Ensure client spreadsheets and records are accurate, up-to-date, and managed according to compliance standards.
4. Client Communication:
   * Communicate with clients through various channels (phone, email, in-person) to address inquiries, provide updates, and offer support throughout their application process.
   * Respond to client queries promptly and professionally, ensuring high levels of customer satisfaction.
5. Training and Development:
   * Attend training sessions and workshops provided by the organization or migration agencies to enhance job skills and stay updated with industry changes.
6. Customer Service and CRM Management:
   * Handle customer queries efficiently, providing timely responses and updates through CRM systems.
   * Ensure that all client interactions are recorded accurately in the CRM for effective tracking and follow-up.
7. Sales and Team Management:
   * Oversee sales activities related to Australian PR services, driving team performance to meet and exceed targets.
   * Lead and manage a team, providing guidance, support, and performance management to ensure high-quality service delivery.

**Kansas Overseas**  **09/Aug/2023 to Jun 2024**

<https://www.kansaz.in/>

An immigration consultant is an advisor that assists people who want to emigrate from one country to another, and supports their legal and documentation processes

**Role- Senior Process Consultant (Australia PR)**

* He Visa and Immigration Consultant must oversee all aspects of the Visa and Immigration Service, ensuring that the process runs smoothly.
* The Visa and Immigration Consultant must interview all clients and deal with all applications face to face and by post to ensure that the client is suitable.
* You must oversee the completion of all relevant visa and immigration documents and ensure that they are received within the time limit set by the government.
* The Visa and Immigration Consultant must ensure that all of the information provided by the client is accurate and correct, preparing and checking all legal documents.
* The Visa and Immigration Consultant must prepare all fee quotes and any information required by clients, colleagues or authorities.
* You must maintain strong working relationships with all clients and colleagues.

**Y-Axis Overseas Careers July /2019 to July/2023**

<https://www.y-axis.com/>

**Role- Role-Immigration Process Consultant (Australia PR)**

* Assist clients in completing immigration application forms.
* Assist clients in obtaining necessary language proficiency certifications.
* Assist clients in obtaining police clearances and medical examinations.
* Assist clients in preparing and obtaining supporting documents.
* Assist clients with filling out forms, submit, monitor, track and report on all filed applications.
* Assist in filling up the Immigration applications.
* Assist in the development and maintenance of standard office precedents and procedures.
* Assist with client phone calls, preparation of forms, copying of documents, and sending out package.
* Assist with general administration.
* Assist with other general office tasks and file maintenance duties as assigned and required.

**Educational Background**

* Higher Secondary Education – Mathematics, Economics and Commerce from Govt Junior College Hyderabad, Year 2018