**ABHISHEK AMIT**

**Flat No: 1105, E-2 Tower, Bharat City Apartment, Tila Mode,**

**Indraprastha Awasiya Yojna, Nistauli, Ghaziabad, (U.P.),**

**Pin Code: 201003**

**Contact No: +91- 8700585184**

**E-mail:** [**abhishekh\_amit@yahoo.co.in**](mailto:abhishekh_amit@yahoo.co.in)

**CAREER OBJECTIVE:** To work in a **challenging** and **stimulating** environment with opportunities to enrich my **knowledge**, enhance the **experience** and develop more of the **technical, innovative and professional** **skills** to achieve any organization/education institutions objectives/goals. It also includes my expertise of implementing solid and highly **productive, operational/sales/coordinative & recruitment/training/development** processes to have proper vision of achieving the company aim.

**PROFESSIONAL EXPERIENCE:**

**. Aakash Educational Services Limited**

**Worked** as Branch Head of Bathinda, Punjab from **January 2020 – October 2020.**

**. FIITJEE Limited, (New Delhi)**

**Worked** as Senior Manager from **April 2016 – January 2019.**

**Role & Responsibilities of AESL & FIITJEE Ltd.:**

* **Marketing & Sales Coordination for Leads follow-up & Strategy formulation** with Internal/External Customers/Admission Managers at various centers.
* **Meeting, Tie-Ups & Coordinating with Schools Administrator & Principal** at various Schools or Colleges/Universities with proper Guidelines provided/set by Supervisor/HOD’s **regarding various Administrative & Agreement or Approval** work.
* **Coordinating/Chasing with centers/dept.'s Folks/Admission/Marketing/Academic Team for various Administrative, Compliance work** including with Enrolment & Registration Numbers with proper Guidelines set/provided by Supervisor/HOD’s.
* To update and share with adhere protocol the Policy & Guidelines related to **Admissions/Advertising/Administration/Academics/Refund to centers/dept's** about any changes/updation/improvisation in policy & procedure provided/shared by Supervisor/HOD’s.
* To **provide various Approval support to Internal/External customers from HOD’s** **or Signing Authority** to centers/clients for any kind of promotional activities/agreements.
* **Timely Approval sharing with centers/dept's/clients within set duration** from the date on which complete request are received after doing all due diligence to have smooth functioning of Administration.
* Helping/Coordinating/Supporting to **centers/dept's/clients to prepare a complete promotional grid of various Marketing Activities i.e. (BTL, ATL etc)/agreements/reports with timeline of activity or work required to be done**. Also, help & support to them smoothly **to compile a consolidated grid/report keeping in mind the guidelines provided/shared** by Head Office.
* Providing all kind of **support/help required by clients/centre’s/various dept's team for working them smoothly or on one/common platform** guided by Head Office.
* **Maintaining or having good relationship of communication/liasoning/dealing** with centers/dept's/client's on a regular basis for any work/activity need to be possessed.
* **Conveniently working on all kinds of software/tool for any kind of updation & changes** required in office & daily **updating software for any kind Approval or Rejection** received by centers/dept's/clients.
* **Leading/Heading Toll-Free Dept. for Customer Query/Concern/Issues (24\*7)** related to product & services of the organization**.** Also,Managing the **Toll-Free dept. resources of the organization for coordination of various updates & roll-out from Top/Senior Level Management** to centers as well.
* Most of the times **drafting some very Confidential/Official Mails/Agreements/Documents** for my Supervisor/HOD’s or office use to have smooth/strong written/oral communication or to have proper documentation/record & administration in current or for futuristic usage for Internal/External customers.
* Having good sense **of documentation/record preparation of the official confidential documents/files** & furnishing & presenting them on proper/right time for office usage & Internal/External customers.
* **Collecting all the Success Stories/Alumni Testimonials from centers/dept's** i.e. for (Student’s & Parent’s Speak) on daily/monthly/yearly basis from centre’s/clients.
* Getting **Admission Test or any Financial Expenses audited/verified for all the centers/dept's** as per available guidelines & policy scrutinize by Head Office/Top/Senior Level Management.
* Drafting final mail communication for every specific centre/dept's where it's required regarding Test/Any **Financial Expense sheet for getting Approval by them at HOD’s**. Also, at times when it is required **Liaising with Finance/Accounts Officer/Manager's/Folks for various Approval** Work, Revenue Discussion & Fund Execution responsibilities for Internal/External customers.
* At times when it is required **Liaising with Payroll Team for various officials/dept’s regarding work of the employees for salaries, increment & various payout** & external clients invoices clearance.
* Helping/Guiding my Supervisor/HOD’s while keeping at times in loop the Internal/External customers to **prepare a reply, if Accounts/Finance department raises any query or concern for any Approval expenses** explanation regarding official/clients requirement/payout/clearance.
* To motivate & convince the centers/dept's to update the **required MIS Report/Grid and share them properly on time with Head Office or Top/Senior Level Management** for usage of Internal/External customers. Also, working with MIS Team very closely for regular and **some specific MIS report Preparation for usage of Internal/External customers**.
* Closely working with MIS Team **for Enrolment reports/grids for every Admission Tests/Specific task during Enrolment Windows/Pattern** or on requirement.
* **With set parameters & proper guidelines understanding getting audited any official documents/papers** with team / dept's for usage of Internal/External customers.
* Providing **proper feedback to the concerned/dept's for changes & updation during the Auditing process**, so that the clear or transparent picture can be shared/produced to Internal/External customers. Also, after **final Auditing procedure done by my team/dept's; giving my consent for go ahead to my Supervisor/HOD’s to discuss/take any core of decision/discussion** which needs to be done in front of Internal/External customers.
* Providing **my support/help to centre’s/dept's in designing & implementing E - marketing strategies/campaigns** during any events for usage of my Internal/External customers.
* Providing timely requirement of **promotional/campaigning materials of the centers/dept's to Creative/Designing Team and ensuring optimum utilization of the same at each centre’s/dept's for making effective/efficient utilization** of same by Internal/External customers.
* Coordinating with **Digital Marketing Team for various centre’s/dept's for following up for various updation on social networking website’s & sharing the feedback** provided on the same platform to use optimum utilization by Internal/External customers.
* At times **working closely with PR Team to provide any kind of help in addressing, one-one meet, documentation, coordination support required when there is any Press Release at centre’s/dept's or Head Office which** can be effectively used by Internal/External customers.
* At times easily coordinating **with different departments/folks/people for all kind of the official/client work with granted permission of my Supervisor/ HOD’s** to facilitate Internal/External customers. Also, at times responsible for **maintaining good relationship with different department/folks/people/teams/colleagues or subordinates for furnishing official/clients task timely or smoothly** for Internal/External customers.
* Coordinating with **various eligible resources/candidates for the telephonic round of Interview & face to face Interview for placing the resources** required in various depts. such as Admissions/Academics Team/depts. at centre or Head Office.
* Coordinating with **Internal/External Employees for Medical or Life Insurance Policy** Adherence or claim process.
* **Organizing various workshops or seminars or training sessions** at various schools for Internal or External customers **& successfully organizing various Promotional, Sale & Marketing, Increment & Grievance Handling** activities for Internal & External customers.
* If required at times **providing Product, Sales & Marketing & Functional Training** **& Review or Follow-up Sessions to the new/old joiner’s/resources** with discussed/set parameters with my Supervisor/HOD’s to be used by Internal/External customers.

**. CAMBRIDGE UNIVERSITY OF PRESS, (New Delhi)**

**Worked** **on Payroll of (Unique HR Services Pvt. Ltd.)** for CELA as Freelancer Exams Admin Coordinator from **September 2015 – April - 2016.**

**Role & Responsibilities:**

* Experience for working for CELA Exams in **Education organization** for **Pre- Schools & Schools** for various English Assessment Tests.
* Managing **Invigilators from the various sources for CELA Exams at different Schools/Organizations** for its **Operations and Facilities** management purpose.
* Experience **in managing and enforcing school service level agreements and contracts** for outsourced services for CELA Exams.
* Manage all **schools/organizations for CELA Exams** in scheduling for Principal’s/Supervisors **diary/appointment list**, with high **lightening special events,** field trips, cafeteria, transportation, maintenance, and cleaning etc activities.
* Regularly Administering **exclusions procedure** for writing letters/mails/application to school/clients. Also, managing all schools/organizations **communication including the sending and administration** of emails/letters to all for tie-ups.
* **Frequently Administration of documents/records** as directed by the Principal/Supervisor for the Assessment Marks of the students.
* **Respond and resolve routine internal and external enquiries** with parents, employees, clients/customers for schools/organizations.
* All **stakeholders and school newsletters** are communicated to concerned/clients/supervisor/management. Also, organizing **behavior panel /client meetings** for schools/organizations for conducting frequently CELA Exams.
* **Minutes of meetings** are made / drafted for the Principal/Office Management for smooth functioning of CELA Exam Execution.
* Responsible of CELA Exams for school/organization site level **budget monitoring and management**, with input into budget development. Also, responsible of CELA Exams for **petty cash** payments to **vendors/clients/customer/Invigilators** for every project/task. Also, ensuring that CELA Exams invoices of school/organization are settled / paid on time through **ensuring cheques are signed promptly** and all invoices are passed to the finance team.
* Implementing **schools/organizations for CELA Exams sales or marketing plan & activities** including engagement in **local marketing initiatives/thoughts**, **demographic analysis and coordination** with local/regional communications specialists.
* Guiding the schools / organizations to have **admissions process** by working with the **Cambridge traits/ guidelines to have proper leadership, administration teams, teachers & External/Internal Customers/Clients**. Also, **supporting the management** for CELA Exams into **the school/organization while navigating Cambridge website for exploring** it to utmost.

**. NIIT LTD, (New Delhi)**

**Worked** as Regional cum Placement Coordinator from **December 2013 – March 2015.**

**Role & Responsibilities:**

* Organize **all sales & marketing events through various strategies of Sales & Marketing** including open events for school/organization. Also, generated **sales leads are distributed across channels/centers to Admission/Academic Team** for revenue generation.
* With generated **sales leads, monitored for proper follow-up from the centers with Admission/Academics Team** for business generation on at times daily, weekly quarterly, half yearly & yearly basis.
* **Admission/Academic Team Counselor’s across channels/centers** are coordinating **for polices & procedure, rule & regulation, Code of Conduct & Undertaking** of the product/company/organization.
* Admission / Academic Team staff at various units/ centers is **coordinated / managed for all operational or functional day to day or specific issues occurring related to any dept.** on daily/weekly/monthly basis.
* Responsible for school/organization **public relations and communications plan** for the customers/clients/centers.
* Responsible for **hiring and retaining staff, career coaching, personal development** for direct reports and accountable for the performance of employees across the centers /team. Also, ensure the **work completion within schedule** and constraints for the Admission / Academic Team staff available at centers/clients.
* Independently or in collaboration **with human resources managers, guide faculty supervisors in the interpretation and implementation** of human resources policies, procedures and programs within organization. Also, always evaluating **business processes and operational and/or financial effectiveness** which may lead process improvement for immediate unit.
* Analyze and **resolve complex issues and provide alternative solutions** as necessary for centers/students/faculty, if required. Also, analyzing unit’s/centers needs and make **recommendations to leadership for changes in staffing, facilities,** health and safety compliance, finance, technology and/or administrative functions.
* Work with the **Chair and/or Dean’s/Supervisors of Office** regarding resources to **support faculty activities and interests**.
* Interpret, implement and **ensure compliance with Industry academic and administrative policies** and procedures within operating unit’s/centers & **recommend new internal policies, guidelines and procedures**.
* Manage the **finances across of all the centers students/faculty for all sources for the annual budget**, including developing, monitoring, analyzing, forecasting and reporting. Also, **managing and coordinate grants** of contracts for the department then, **ensure compliance with institutional and external requirements** to meet.
* Represent the unit’s/centers **business and academic operations within the organization** & then **manage student and faculty program administration** for their unit’s/centers.
* Managing weekly/monthly or on requirement **batch scheduling for students & faculty management** (with different subjects) across Admission Team available across units/centers.
* With frequent Interval **working on Academic reports/grade of every students studying at different unit’s centers for their performance achieving** on weekly/monthly basis.
* Discussing for **Academic reports/grade of every students studying at different units / centers** i.e. feedback session, follow-up & enhancement / correction / core of Action Plan to rectify with faculty & parents /students done on weekly / monthly basis.
* Handling **centers/units for complaints, grievances & queries** regarding the Admission/Organization polices. Also, frequently meeting with **Business Partners/Centers Senior Folk/Owners** for the purpose of Operational, Academics, Compliance & Revenue Generation Feedback, Suggestion & Requirements.
* **Auditing the Admission/Academic units / centers** for Operational, Compliance, Business & Revenue Generation status/delivery, in order have smooth functioning of the system.
* **Managing / Coordinating Admission Team with students through proper soft-skill training & development** for products & services for placement & Hiring. Also, having proper **permutation & combination is maintained with Placement Team/Manager for Training, Product Knowledge & Hiring status** across the Admission Team available at various unit’s/centers.
* Conducting on **frequent Interval of Alumni connects** for smooth functioning of the Placement & Delivery of Hiring for every units/centers of Admission Team.
* Getting **Testimonial prepared from every unit’s/centers Admission/Academic Team students** for getting **highlighted for the performance showed, delivery, promotion & marketing purpose** of the organization.

**. CLAN CONSULTING PVT. LTD, (Noida)**

**Worked** as a Senior Consultant - Recruitment from **August 2013 - October 2013.**

**Role & Responsibilities:**

* To focus on **100% efficient staffs/employees hiring for IT / Non IT Employees/staffs** required for various departments/levels/functions present in the organization.
* Developing the strategies **by placing job advertisements** in various news and job sites.
* Assisting in **recruitment of IT / Non IT Employees / staffs members and members on contract basis** across/within organization on PAN India basis.
* Analyzing all **job requirements and screening** the appropriate candidates for job / vacant positions.
* **Negotiation with movers** and assisting the employees with temporary accommodation if required witin organizations /clients.
* Monitoring in organization for **HR policies, Recruitment and Administrative requirement,** then recommending the changes if required.
* Responsible for entire **HR Operational Activities related to hiring, selection, induction, training etc. & day to day activities required in the office / centers.**
* Handling **employees /customers /clients complaints, grievances & queries** regarding the company hiring & training for products & services.

**. STERIA INDIA PVT. LTD, (Noida)**

**Worked** as a Senior Process Associate from **July 2012 – July 2013.**

**. GRANDA SERVICES PVT. LTD, (Noida)**

**Worked** as a Senior Executive-CS from **June 2006 – July 2012.**

**Role & Responsibilities:**

* Coordinating / Providing support to **Dept's/Supervisors/Employees/Subordinates through in/out-bound call centre reports & analysis** on hourly/daily/weekly/monthly/quarterly/annually basis.
* Coordinating/ Providing support to our **Customers for their query/concern through in/out - bound call** centre employees/staffs.
* Coordinating/ Providing support to **Dept's/Supervisor/Team for proper feedback reported by our customer** through Customer Care Support.
* Coordinating/Providing support to **Customer Care dept. for all kind of support the employees require** in their favor/need & also Coordinating/Providing support to **Customer Care dept. for all kind of new updates/roll-outs** required for their smooth functioning for Customers/Clients benefit.
* Managing **mails/con call** of the clients & customers on hourly/daily/weekly/monthly/quarterly basis. Henceforth, **checking, rolling-out updates/changes & managing it** smoothly withthe team/group in the organization.
* Expertise in **MS Office Software** for **effective/efficient functioning/working for external or internal customers/clients** at various departments/levels **in order maintain/organize/record/present** the data for **current/future perspective** for achieving the organizational aims/goals.
* **Lessoning with Accounts & Revenue Team** for processing of any kind Budget/Expense Approval is required for same. Also, adhering/Ensuring **Compliance Audit for any depts. /region /centre’s to be 100%** on monthly basis.
* Play a **significant role** in **long-term planning** for variousdepartments//internal/external customers, through **an initiative geared** toward operational excellence.
* Manage and increase the effectiveness and efficiency of **Support Services** to various **departments/internal/external customers**, through **improvements** to each function as well as **coordination and communication** between **support and business** functions.
* **Interacting** with other **departments/internal customer** to ensure & provide the faster services to the **external customers/clients.** Also, monitoring in organization **policies and recommended** the changes if required.
* Working for an Administrative department for **UpStream Global Services** byutilizing **great communication, technical/professional/analytical skills and expertise** in performing **record-keeping** tasks effectively to contribute the mission of organization.
* **Minutes of meetings** are made/drafted for the Client/Management/Employees/Customers.
* Coordinating with various **dept./client/region/centre’s for day to day update or report compilation for effective/efficient analysis** required in the growth of the organization.
* Preparing various **reports, presentations** for **external/internal clients/customers** & **Managing Roster’s** for the subordinates/teammates/unit/departments for proper functioning/working in the organization.
* Handling **employees/customer/client complaints, grievances & queries** for proper system functioning within the organization.
* Organizing process / soft-skill **training and development** for various **departments / internal / external customers** for **effective /efficient functioning** of the organization.
* Coordinating with **hiring manager / top level management** for an appropriate / right selection.
* Analyzing various job applications and **filtering right candidates** through telephonic or one - one interview.
* Preparing all the **recruitment strategies** and ensure that achievement of all objectives of the organization. Also, preparing various **job descriptions** for various **positions** and developed appropriate questions for prospective candidates.
* Participating in various **candidate/resource selections** and preparing an efficient interviewing schedule/roster. Also, **Communicating results** to the candidates & the organization/top level management for all selections.
* Ensuring every/appropriate **employees retention** for the efficient/effective functioning of the system within the organization.

**EDUCATIONAL QUALIFICATIONS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **QUALIFICATION** | **YEAR OF PASSING** | **SCHOOL/COLLEGE/BOARD/ UNIVERSITY** | **% OF MARKS** |
| M-Phil (Mgmt.) | 2014 | Dr. C.V. Raman University Bilaspur, Chhattisgarh, India | 78% |
| Post-Graduation (MBA-HR) | 2013 | Dr. C.V. Raman University Bilaspur, Chhattisgarh, India | 76% |
| Graduation (BBA) | 2005 | Sherwood College of Mgmt., RML Avadh Faizabad University | 68% |
| 12th | 2002 | KPS Inter College, Bihar | 54% |
| 10th | 1999 | Ishan International Public School, Bihar | 52% |

**ADDITIONAL QUALIFICATION:** Pursued Advanced Diploma Computer Programming from C-DAC, Pune.

**STRENGTHS:**

* Focused & result oriented for the organization.
* Organized, systematic & planning oriented in completing the task before due time adhering properly to the rules & regulations of the organization.
* Adaptable & amiable in nature.
* Flexible to perform & survive in any kind of environment provided by the organization.

# PERSONAL DETAILS:

* Date of Birth **:**  31st October, 1984
* Father’s Name **:** Mr. C.K. Sinha
* Mother’s Name **:**  Mrs. Veena Sinha
* Marital Status **:** Married
* Language Known **:** English & Hindi

**REFERENCE:**

1. **Mr. Jitendra Chandani**

Accountant, **GT Enterprise,** Lucknow

E-mail: jit.chandani@yahoo.com

Mobile: +91-7499372418

2. **Mr. Deepanker Prasad**

Senior Executive, **iEnergizer**, Noida

E-mail: deepankerprasad@yahoo.com

Mobile: +91-9818605514

3. **Mr. Chirag Bhagat**

North Region Sales Head, **NIIT-IFBI**, New Delhi

E-mail: bhagatchirag@gmail.com

Mobile: +91-9891380999

4. **Mr. Gopal Mishra**

Manager-Digital Marketing, Admissions

**FIIITJEE Ltd.**, New Delhi

E-mail: [gopalmishra8513@gmail.com](mailto:gopalmishra8513@gmail.com)

Mishragopal123@gmail.com

Mobile: +91-9971497452 & 8826164447

5. **Mr. Indrajeet Kumar**

**Branch Head -** **AESL, Punjab**

E-mail: indrajeetkumar.mkt@aesl.in

Mobile: +91-7082055265

**DECLARATION:** I do hereby declare that all the above information is correct to the best of my knowledge and belief.

**(Date & Place) (Abhishek Amit)**