

Target Roles: Office Manager / Administration / Visa & Academic Counsellor**Core Skills include:***Administration**Recruitment & Selection**Liaison & Negotiation**Office Operations & Procedures**Customer Handling & Management**MS Office esp. Excel***EXECUTIVE SUMMARY**

Self starter and positive communicator with track record of being a fast learner and can be relied upon for prioritizing and meeting deadlines. Valued for excellent engagement and collaboration skills across age groups and diverse audiences. Appreciated for facilitating learning, developing procedures, implementing plans, managing multiple responsibilities and reporting. Strong handle on finances, reporting and cost optimization.

EMPLOYMENT SCAN**1. Principal | Kids Home Pre-School & Junior Classes, CRPF Camp, Vikas Puri | New Delhi | May 2017 – till date**

Ownership for running the school viz. marketing, teacher sourcing and selection, work scheduling, facilities management, parent interaction, managing performance and coaching teachers, event management and streamlining processes.

Achievement Snapshot:

- Started day care and activity classes in the evening for utilization of space and time
- Managed School tie ups for the Nursery admission.

2. Branch Head | Euro Kids Pre-School, JanakPuri | New Delhi | Apr 2012 – Apr 2017

Euro kids is a leading chain of pre-schools and much sought after by parents. As Branch head, responsibilities included planning and co-ordination of administration, recruiting and training personnel, allocating responsibilities, handling enquiries and parent interaction, designing marketing plans, managing transport and organizing exhaustive events calendar including mega annual day.

Achievement Snapshot:

- Approximately 50 to 55 percent increase in conversion of the enquiries
- Managed to arrange incident free Annual day at Kamani Auditorium every year for the age group of 2 to 4 years old. This included selection of songs, arranging the costumes, invites, transport, snacks, gifts, camera person etc.

3. Service Co-ordinator and Auditor | Avaya Global Connect | New Delhi | Jul 2005 – Mar 2008

Avaya Global Connect is a leading firm offering Customer Connect services across different platforms. The role dealt with high volumes of tickets logged by the Care Centre and co-ordinating with Engineers/co-ordinators of other regions for allocation in addition to reviewing quality and training the team.

Achievement Snapshot:

- Prepared and analyzed detailed feedback reports. Led the review process with heads of different regions and ensured action items were closed.
- Managed escalations and co-ordinated for their closure.
- Delivered monthly training sessions to new agents and supported on-job performance.

4. Quality Auditor | Infovision | New Delhi | Sep 2003 – Sep 2004**5. Customer Support Officer (AT&T Prepaid Process) | Convergys | New Delhi | Aug 2002 – Aug 2003****6. Technical Support Representative (MSN process) | TFIL | New Delhi | Jan 2002 – Aug 2002****ACADEMIC CREDENTIALS**

Bachelor in Education	Maharashi Dayanand University, Rohtak	2015
Masters in Science, Zoology	Delhi University, Delhi	2000
Bachelors in Science (Hons), Zoology	Hansraj College, Delhi University, Delhi	1998

Also completed E-Commerce course, Websity, Xansa

CORRESPONDENCE ADDRESS

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