

PRANJAL CHOUDHARY

E-Mail: pranjal.choudhary@hotmail.co.uk

Contact No.: +91 8506061777

Seeking assignments in Student Recruitment, Business Development, Marketing, Customer/Client Relations, Complaints Management with an organisation of high repute.

PROFILE SUMMARY

- A competent professional with 7+ years of experience in Student Recruitment, Business Development, Marketing, Client Servicing and Complaint Management
- A prudent implementer with expertise in handling operations for new processes and stabilizing the same for smooth operations
- Actively involved in risk management activities of the company endeavoring to provide need based & cost effective coverage in the most effective manner
- A logical thinker with honed abilities of effective communication, people management and client servicing skills

CORE COMPETENCIES

Customer Servicing	Student Recruitment	Business Development
Team Leadership	Sales Management	Marketing Management
Operations Management	Relationship Management	Process Enhancement

EMPLOYMENT DETAILS**Aug' 2019 – Still working with AdmitKard, New Delhi as Manager - Partnerships****Highlights:**

- Visits schools, and colleges, speaks to groups and individual students, and meets with school counselors and administrators to promote our student recruitment Programs.
- Manages and coordinates community workshops, retreats, and recruitment efforts; arranges visits and tours for prospective students and parents.
- Coordinates and implements various recruitment programs and marketing strategies for territorial or local on-site admission programs and special events relating to targeted freshman, transfer, or under-represented groups in the fulfillment of recruitment efforts.
- Provides career and academic counseling, planning, and advising to potential students utilizing specific knowledge gained of the university colleges, educational programs and degrees.
- Coordinates university participation of staff and alumni for national and local college recruitment fairs; coordinates event-specific organizational aspects, promotional materials and information from the university and its colleges, educational programs and degrees.
- Promotes and represents the universities at public relations events, promotional opportunities, marketing campaigns, business and committee meetings, and press and publicity functions.
- Trains and assists student recruiters in the process of advising students and families concerning admission requirements, financial aid and scholarships, alternative educational opportunities, university policies and procedures.
- Prepares reports and proposals, and responds to inquiries from students and minority agencies.
- Develops operating goals and objectives for the unit; implements and administers methods and procedures to enhance operations, as appropriate to the unit.

Sept' 2014 – Aug' 2019 with Pransil Foreign Edu Services Pvt Ltd, New Delhi as Business Manager

Highlights:

- Develop and maintain strong working relations with all existing clients at key levels to optimize the utilization of approved facilities
- Conduct online counseling to students interested in overseas education and provides information regarding colleges/universities, courses, fees, scholarships, admission procedure, documentation, visa processing etc.
- Serves as the point person for oversight of territorial recruitment goals and promotional and public relations accountability.
- Creates, packages, monitors and distributes resource materials for student recruitment and retention programs; develops mentorship programs; analyzes trends in recruitment and retention programs; develops strategies for program evaluation.
- Guides and oversees the work of lower graded staff and/or student employees when engaged in directly related support activities; may participate in employee training and evaluative sessions.
- Support key agents in promotional activities including Fairs, Exhibitions and interview days.
- Collaborate with the wider Sales and Admissions teams to follow up enquiries and applications to convert and recruit new students.

June' 2013 – Aug' 2014 with Planet EDU, Gurgaon as Assistant Manager – Business Development and support (Schools)

Highlights:

- Arranging meetings with school and college head for implementing Cambridge English exams in their organization
- Delivering workshop and seminars to parents and teachers explaining them benefits of taking Cambridge English Exams
- Making presentation and business plans for meeting targets on time
- Implement and maintain complete control aspects i.e. documentation, periodical client visits call reports
- Producing file notes after any client meetings, summarizing any additional actions required, including follow-up calls

Nov' 2012 - May' 2013 with Data Explorer Ltd, London as Business Development Manager

Highlights:

- Assisting with the market engagement with suppliers
- Uploading documents on to the website and liaising with IT to access the site
- Managing the administration of the legal support for the procurement team
- Producing Word templates and quality assuring documents
- Arrange meetings, preparing and circulating documentation and meet greet
- Attending meetings and providing secretarial support, taking minutes and actions
- Ensuring actions from meetings are updated and completed in a timely manner
- Ensuring all key documents are filed electronically

Apr' 2012 - Oct' 2012 with Deloitte, London as Member Relation Manager

Highlights:

- Fully investigate the underlying issues PPI complaint for business loan and mortgage to ensure resolved first time.

- Administration of all the document required for the case
- Checking eligibility and suitability of customer for the claim
- Preparation of document such as acknowledgement letter
- Identifying case status such as pre 2000 or post 2000.
- Providing them support in the process of their claim till end.
- Coordinated with the customers and other parties as per requirements

Dec' 2011 – Feb' 2012 with Lloyds Banking Group, Cardiff as Complaints Handler PPI

Highlights:

- Working knowledge of PPI claims processing and experience of performing redress calculations
- Have ability to work on a target-related contract
- Follow a predetermined process and also use judgment to decide on appropriate resolution for each customer complaint.
- Make decisions within guidelines to help reach a one stop resolution.
- Respond to complaints using predominantly letters but also use other methods (e.g. Telephone, email) where appropriate.
- Communicate in a clear and understandable manner
- Always committed to complete the duration of the project
- Identified & dealt with creditor avoidance tactics
- Updated clients on the progress of their claims
- Complied with the companies data protection policies

ACADEMIC DETAILS

- MBA (International Business Management & Human Resource Management) from University of Wales Institute, Cardiff – (UWIC), UK: 2011
- B.E. (Chemical Engineering) from North Maharashtra University, India with Distinction: 2009

ACADEMIC PROJECTS & SEMINARS

- Project (B.E.): Production of Xylitol from Sugarcane, Baggaise
- Seminar (B.E.): Biomass Densification
- MBA Dissertation: To Analyse Survival Syndrome and Organisational Change Post the Acquisition of Cadbury by Kraft

INDUSTRIAL TRAININGS

- Modi Paints, Modinagar Ghaziabad, (UP) India
- Oil & Natural Gas Co-operation, Hazira Surat, Gujarat, India

IT SKILLS

- Operating System : MS DOS, Windows
- MS Office : Word, Excel & PowerPoint
- Language : C Programming

PERSONAL DETAILS

- Date of Birth : 04 April 1988
- Marital Status : Married
- Address : C – 3/417, Upper Ground Floor, Janakpuri, New Delhi 110058, India
- Languages Known : English and Hindi