

Vandana Dhiman

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Job Profile

I am Managing Branch Sales as well as operations of Skilled Immigration, Investment Cases & Study Visa. I am responsible for formulating & achieving the sale target in accordance of the overall sales plan, give the information to staff how to handle the queries and dealing in customer satisfaction in study, PR and Business Investment. I am responsible for the day to day administration functioning and all operational work of the Branch and ensuring the statutory compliances as per laid down guidelines.

Work Experience:

WWICS GLOBAL LAW OFFICES PVT LTD

Designation: BRANCH MANAGER.

Branch: Ludhiana

Tenure: From Feb 2013 to till date

Responsibilities:

- Provide professional Guidance in Counseling, Registration, Admissions, Case study and evaluating the eligibility of the prospect ensuring zero client dissatisfaction.
- Direct all operational aspects including distribution operations, customer service, human resources, administration and sales
- Assess local market conditions and identify current and prospective sales opportunities
- Develop forecasts, financial objectives and business plans
- Meet goals and metrics
- Manage budget and allocate funds appropriately
- Participate in Company Seminars and other events for promotion activities.
- Bring out the best of branch's personnel by providing training, coaching, development and motivation
- Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities
- Share knowledge with headquarters on effective practices, competitive intelligence, business opportunities and needs
- Capable of preparing MIS reports as required by Management.
- Address customer and employee satisfaction issues promptly
- Adhere to high ethical standards, and comply with all regulations/applicable laws
- Network to improve the presence and reputation of the branch and company
- Ability to perform under pressure, strict time-lines and targets.
- Be responsible for all aspects and stages of each case, ensuring positive outcomes are achieved while delivering an exceptional level of client service.

MULTILINKS IMMIGRATION SERVICES LTD

Designation: BRANCH MANAGER.

Branch: Ludhiana

Tenure: From Aug 2011 to Jan 2013

Responsibilities:

- ☐ Direct all operational aspects including distribution operations, customer service, human resources, administration and sales
- ☐ Assess local market conditions and identify current and prospective sales opportunities
- ☐ Develop forecasts, financial objectives and business plans
- ☐ Meet goals and metrics
- ☐ Manage budget and allocate funds appropriately
- ☐ Bring out the best of branch's personnel by providing training, coaching, development and motivation
- ☐ Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities
- ☐ Share knowledge with headquarters on effective practices, competitive intelligence, business opportunities and needs
- ☐ Address customer and employee satisfaction issues promptly
- ☐ Adhere to high ethical standards, and comply with all regulations/applicable laws
- ☐ Network to improve the presence and reputation of the branch and company

MCICS CANADIAN IMMIGRATION LAW FIRM

Designation: OPERATIONS MANAGER.

Branch: Ludhiana

Tenure: From May 2010 to July 2011

Responsibilities:

- ✓ Understand the requirement of client regarding both PR under FSW and study permit (SPP & NON SPP). Provide the best solution and delight them.
- ✓ Do the counseling for both PR as well as the study permit.
- ✓ Collecting the document and preparation of file, provide inputs to the client on status.
- ✓ Shouldering the responsibility of preparing checklist for individual clients and gives update to them time to time basis.

CANAM GROUP

Designation: Filing Executive (all countries)

Branch: Ludhiana

Tenure: From Nov 2008 to April 2010.

Responsibilities:

- Understand the requirement of client and provide the best solution and delight them.
- Collecting the document and preparation of file, provide inputs to the client on status.
- Shouldering the responsibility of preparing checklist for individual clients and gives update to them time to time basis.
- Providing details about education loan to the client.

Educational Qualification:

- **M.A.** with **Economics** from M.D. University, Rohtak (Haryana).
- **B.A.** with **Mathematics** from M.D. University, Rohtak (Haryana).
- **12th** from **Board of School Education Haryana, Bhiwani.**
- **10th** from **Board of School Education Haryana, Bhiwani.**

Technical Qualification:

- Successfully Completed **One year** compute Diploma from **Tata Infotech Pvt Ltd,** Bhiwani.

Personal Strengths

- Good communication skills.
- Good problem solving skills with ability to work effectively under pressure to meet deadlines constraints.
- Flexibility to learn.

Personal Profile:

- **Date of Birth:** 20th Aug, 1984
- **Marital Status:** Married
- **Address:** H. no. #13573, St. No. 1, Sewak Nagar, Dholewal, Ludhiana

References: As and when required.

Declaration:

I hereby declare that all statement made in above are true complete and correct to the best of my knowledge and belief.

Place: Ludhiana

(Vandana Dhiman)