**PARVINDER KAUR**

28/105, 1st Floor, West Patel Nagar, New Delhi – 110008

9873298921

parisethi143@gmail.com

* **CAREER OBJECTIVE:**

To utilize my skills in a growing & reputed organization with a view to achieve higher growth in my career contribute in the development of organization by hard work & sincerity.

* **WORKING EXPERIENCE:**
* Currently working as an **Academic Counselor** in **IMS LEARNING RESOURCES PVT. LTD.** **(CP)** from April 2015 to till date.

**Job Profile:-** Counseling of Walk-ins and effective follow up with prospects. Handling email & telephonic queries. Guiding students to select the relevant academic program. Handling admission related responsibilities. Mentors students through resolving queries and other problem. Keeping track of daily enquiries. Regular MIS updation.

* Worked as an **Academic Counselor** in **NATIONAL INSTITUTE OF PLANNING & MANAGEMENT** from November 2014 to April 2015.

**Job Profile:-** To educate students of India and Abroad regarding different courses related to Management and Technology over call and convert them into admission. To attend the Walk-in.

* Worked as a **Business Development Executive (BDE)** in **STOCKSTROKES INVESTMENT ADVISORS PVT. LTD.** (Sister Concern of **MERITS CAPITAL PVT. LTD.).** From April 2013 to December 2013.

**Job Profile:-** To monitor & operate the EXE (Software used to send calls to the clients for trading).To cross tally the profit after calculating & update the same to the website. To generate the leads for the sales team so that clients can take the subscription packages & can open a trading account.

* Worked as a **Customer Relation Executive (CRE)** in **India Time Shopping (EFFORT BPO PVT. LTD.)** From September 2011 to January 2013.

**Job Profile**: To receive inbound calls & to make outbound calls to place the orders & to sort out customer queries for different products. Being a top performer of the process another work is to supervise the floor as well.

* Worked as a **Customer Service Executive (CSE)** in **Hewlett Packard (SERCO BPO)** from November 2010 to July 2011.

**Job Profile**: To update the customer about the engineer visit in their co. & to sort out their issues, to coordinate with the engineers & to close the generated case.

* **EDUCATIONAL QUALIFICATIONS:**
* Pursuing MBA From Symbiosis University
* Graduate (B.Com.) Programme from Delhi University (SOL).
* Passed XIIth from C.B.S.E.
* Passed Xth from C.B.S.E.
* **OTHER QUALIFICATION:**
* One Year Certificate Course in Computer Operator & Programming Assistant (C.O.P.A) from Sri Guru Harkrishan I.T.C, Tilak Nagar, New Delhi.
* Certificate course in Computer Assembling, Maintenance & Networking from Micro, Small, Medium Enterprises Development Institute (MSME), Okhla.
* **COMPUTER EXPOSURE:**

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| --- | --- |
| **Operating System** | Win 2000+ |
| **Ms-Office** | Ms-Word, Ms-Excel, Ms-PowerPoint |
| **DBMS** | FoxPro, Visual FoxPro |
| **Languages** | C, C++ |
| **Other** | Internet Awareness |
| **Typing Speed** | 25-30 wpm |

* **PERSONAL DETAILS:**

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| --- | --- |
| **Date of Birth** | 16th Nov. 1989 |
| **Father’s Name** | S. Eminder Singh |
| **Marital Status** | Un-Married |
| **Nationality** | Indian |
| **Languages known** | English, Hindi & Punjabi |
| **Religion** | Sikh |
| **Hobbies** | Interacting with new people & Surfing on Internet. |

* **STRENGTHS:**
* Honesty
* Punctuality
* Extrovert
* Carrier Conscious
* **DECLARATION:**

I solemnly declare that all the above mentioned particulars are true to the best of my knowledge and belief.

Date:

Place: New Delhi **(PARVINDER KAUR)**