



# Dhwani Dhingra

## Assistant Manager

With an overall 6 years of experience, I started my journey as an academican, transited into the design industry as a counsellor for 1 year, and then as a senior counsellor for 2 years now working as an assistant manager for 2+ years. During this time, I developed skills such as discipline, teaching, counselling, admissions and outreach, team training and reviewing, sales, business development, problem-solving, short-term strategies, planning, and managing.

## Contact

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## Education

2019

M.A English Literature  
Jamia Millia Islamia

2015-17

Bachelors in Education  
Indraprastha University

2012-15

B.A English Literature  
University of Delhi

## Tools/Software

- Meritto (NoPaperForms)
- LeadSquared
- SalesForce
- Ms Office
- Powerpoint
- Canva
- MIRO

## Expertise

- Team Management
- Training
- Problem Solving
- Presentation Skills
- Business Development
- Counselling
- Sales
- Leadership
- Critical Thinking

## Language

English

Hindi

## Experience

### 2024 - Present

Indian Institute of Art and Design | Delhi

#### Assistant Manager

- Overseeing the day-to-day operations of the team, ensuring smooth functioning and efficiency.
- Developing short-term strategies to achieve team goals and objectives effectively.
- Conducting regular monthly reviews to assess team performance, identify areas for improvement, and celebrate successes.
- Hosting webinars on relevant topics to engage stakeholders, disseminate information, and promote the organization's objectives.
- Providing training and development opportunities for team members to enhance their skills and capabilities.
- Organizing team-building activities to foster cohesion, collaboration, and a positive work environment within the team.

### 2021 - 2023

AND Academy | Delhi (Startup)

#### Assistant Manager

- Interviewing candidates to assess their suitability for the role and building a team by evaluating candidates' past performance and potential.
- Developing and implementing long-term and short-term strategies to achieve organizational goals, adapt to market trends, and drive growth.
- Providing ongoing training and development opportunities to enhance the skills and capabilities of team members.
- Ensuring smooth day-to-day operations of the team, including task delegation, scheduling, and workflow management.
- Analyzing internal and external factors, identifying opportunities and challenges, setting priorities, and defining actionable steps to drive success.
- Brainstorming and generating new ideas to improve services, attract prospective candidates and enhance the overall experience.

### 2018 - 2021

Indian Institute of Art and Design | Delhi

#### Senior Counsellor

- Providing guidance, support, and advice to students and their parents throughout the admissions process. This includes addressing concerns, answering questions, and helping individuals make informed decisions about their educational and career goals.
- Working towards achieving specific targets and goals related to student recruitment, enrollment, and other key performance indicators.
- Conducting campus visits and tours for prospective students and their families to showcase facilities, programs, and opportunities.
- Participating in outreach activities such as School Fairs, Career Fairs and meeting School Principals and channel partners for collaboration.

### 2018

Desa Amal Jirah | Malaysia

#### Global Volunteer

- Volunteer work directly aligned with SDG 4: Quality Education, ensuring inclusive and equitable learning opportunities for all by teaching students in an NGO.
- Adapt to a new cultural environment and manage tasks independently enhancing adaptability, resilience, and ability to thrive in diverse settings.

### 2017 - 2018

Mother Mary's School | Delhi

#### Teacher

- Designing and developing educational materials, lesson plans, and instructional activities aligned with curriculum standards and learning objectives.
- Creating a conducive learning environment by establishing routines, managing student behavior, and fostering a positive classroom culture.