

## SUMMARY

3+ years of experience into Academic Counseling  
Excellent reputation for resolving problems and improving customer satisfaction. Helpful Academic Advisor, experienced delivering academic counseling and planning services to diverse student population. Proficient with Microsoft Excel and Power point. Experience in implementing financial aid workshops and assisting students and families in applying for financial aid and scholarships. Motivated Academic Advisor with exceptional written and verbal communication skills. Successful at guiding students through course registration steps, course selection and academic planning. Expertise in goal setting and active listening.

## SKILLS

- Excellent oral and written communication
- Course planning and organization
- Strategic decision-making
- Curriculum requirements expertise
- Administrative abilities
- Staff Management
- Student Recruitment Knowledge
- Customer Support
- Customer Relationship Management

## EXPERIENCE

### **ACADEMIC COUNSELOR** | 03/2021 to 03/2022

#### **Percentilers - Ghaziabad**

- Developed and implemented counseling strategies to assist students in academic, personal, social and career development.
- Analyzed student records, test scores and other relevant data to identify strengths and weaknesses of individual students.
- Assisted with college applications by providing advice on essay writing, financial aid opportunities and scholarships.
- Organized workshops for parents and students to help them understand the college admissions process.
- Provided support services such as tutoring resources or crisis intervention when needed.
- Maintained accurate documentation of all student interactions including referrals, assessments or any other pertinent information.
- Performed daily operational tasks such as balancing cash drawers and reconciling transactions.
- Monitored teller staff to ensure accuracy in customer service and compliance with bank policies and procedures.

### **ACADEMIC COUNSELOR**

#### **Incisive - Indore, Madhya Pradesh**

- Provided administrative support to the back office staff including filing, photocopying, faxing and data entry.
- Processed customer orders accurately and efficiently in accordance with established procedures.
- Greeted customers and identified their needs.
- Provided accurate information about product features, pricing, availability and services.
- Assisted customers in finding the right products to meet their needs.
- Updated customer accounts as needed in computer system.
- Monitored incoming emails and responded promptly to customer requests.
- Followed up with customers after initial contact was made to ensure satisfaction levels were met or exceeded expectations.

## EDUCATION AND TRAINING

**Mahakal Institute of Technology - Ujjain, RGPV**  
**Bachelor of Engineering**  
Electronics And Communication Engineering, **05/2017**

**Aditya Birla Higher Secondary School - Nagda**  
**High School Diploma**  
**04/2012**

**Adarsh High School - Nagda**  
**High School Diploma**  
**02/2010**

## LANGUAGES

- Hindi
- English

## CERTIFICATIONS

- Certified inter in Instrumentation department.