



# DHIRAJ SINGH

Training and Operations

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409/1 Saket, New Delhi, 110068

## EDUCATION

Bachelor of Commerce

Delhi University

2016 - 2019

Diploma in Computer Applications

Inspire Tech Zone

2017-2018

## EXPERTISE

- Resource Planning
- Research and content Planning
- Database Management
- Microsoft Office
- CRM Specialist
- Time Management

## ACHIEVEMENTS

- Aug 2023- Best Customer Retention
- Nov 2021- Best Admin & support
- Award Nov 2022- Most Punctual Employee

## ABOUT ME

I am Analytical and Solution Oriented Operation Manager & Trainer with More than 5 years of

Experience in operation and management into Industry with proven ability to train the new hires for improved customer service and increasing the average success rate of the organization. Managing the teams and other resources to ensure the continuous improvement in different departments of the business.

## WORK EXPERIENCE

Oct 2022- Present

**Skill Circle, New Delhi**

Operations and Student Success Manager

- Developed and maintained a comprehensive database for tracking student fees, course upgrades, and feedback, directly supporting the sales team's efforts in student admissions and fee closures
- Successfully recovered over ₹5.5 crore in fees, demonstrating strong capability in managing and enhancing cash flows
- Retained approximately 1,200 students by implementing effective retention strategies, supporting the overall stability of revenue streams
- Coordinated seamlessly with the sales team, providing necessary tools, access, and certificates to facilitate the sales process and ensure customer satisfaction

Nov 2019- Oct 2022

**DIDM, New Delhi**

Admin Associate and Backend Operations

- Managed fee recovery operations, working closely with students to facilitate payment processes and encourage financial option uptake to boost cash flows
- Played a key role in maximizing revenue by developing strategies to retain students and prevent drop-offs.
- Maintained and updated student databases and CRM systems, ensuring accurate and timely information was available to support sales and administrative tasks
- Oversaw the maintenance of office assets and expense records, contributing to cost management and operational efficiency.

Jun 2018- Oct 2019

**Inspire Tech Zone**

Admin Support and Trainer

- Coordinated fee recovery efforts and maintained critical CRM data, ensuring operational alignment with financial goals.
- Conducted training sessions in basic computer skills and economics, enhancing the educational outcomes and customer satisfaction levels of students.