

# KAJAL SHARMA

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## ABOUT ME

Dedicated and empathetic Academic Counsellor with 2.8 years of experience in providing guidance and support to students in academic and career planning.

## WORK EXPERIENCE

- **Academic Counsellor**  
**Investment Banking Institute**  
**November 2021- Present**

### Job Profile:

- ⇒ Acting as the primary point of contact for key stakeholders, including educators, administrators, and clients, to address product-related inquiries and provide tailored support.
- ⇒ Driving sales efforts by converting leads into enrolled students through effective communication, follow-ups, and relationship-building.
- ⇒ Establishing and maintaining strong relationships with prospective students, current students, and alumni to build a network of referrals and repeat business.
- ⇒ Maintaining the monthly target/ no. of enrollments in terms of revenue of the company.
- ⇒ Convincing leads to visit the institute for career guidance and handling the face-to-face visit.
- ⇒ Have to do consultative outbound calls & follow ups calls on a daily basis with prospective students.
- ⇒ Diligently communicating and priming the lead through Emails, Whatsapp, SMS, calls, etc.
- ⇒ Maintaining detailed records of Fee of all the students once batch is made.
- ⇒ Provide exceptional customer service throughout the counseling and enrollment process, addressing inquiries, resolving issues, and ensuring a positive client experience.
- ⇒ Follow up with enrolled students to ensure satisfaction and offer support for any additional needs or concerns.

## SKILLS

- Basic excel, MS word
- Canva
- Experience in negotiating and managing collaboration agreements
- Strong interpersonal and communication skills

## EDUCATION

<b>MBA (HR)</b>	IGNOU	Pursuing
<b>B.SC (Honours)</b>	IGNOU	2021
<b>12<sup>th</sup> (Science)</b>	Salwan Girls School, ND	2017

## PERSONAL DETAILS

**Date of Birth** : 11<sup>th</sup> Jan, 2000.  
**Address** : T-783,C/4 Baljeet Nagar New Delhi – 110008.  
**Languages Known** : Hindi and English