



Akanksha Kumar

Nationality: Indian 📞 (+91) 8851056959 **Date of birth:** 17/04/1997

Gender: Female ✉️ **Email address:** akankshakumar17k@gmail.com

LinkedIn: [linkedin.com/in/akanksha-kumar-b17549143](https://www.linkedin.com/in/akanksha-kumar-b17549143)

Address: SECTOR-16,121002 FARIDABAD (India)

ABOUT ME

Collaborative and result oriented individual with proven training, guidance and counseling skills looking to secure a challenging position in a reputable organization to expand my learning, knowledge and skills.

WORK EXPERIENCE

Admission Counselor

Manav Rachna International School ,Sector-21C [01/02/2023 - Current]

City: Faridabad

Country: India

- Handling all the admission related formalities and maintaining cordial relationships with parents and clients.
- Making out bound call's and follow up's on ever day basis through ERP for better conversions.
- Advised a diverse range of prospective students on admission requirements, academic programs, and campus life, resulting in increased enrollment rates.
- Conducted engaging information sessions and campus tours, effectively communicating the school's unique offerings and fostering a positive impression.
- Reviewed and evaluated applications, making informed admission decisions and ensuring compliance with established criteria.
- Collaborated with marketing teams to develop persuasive promotional materials and digital content, contributing to enhanced brand visibility and reputation.
- Managed administrative tasks, including scheduling appointments, organizing meetings, and handling correspondence, resulting in improved office efficiency.
- Assisted in maintaining student file records and databases, ensuring accuracy with data protection regulations.
- Coordinated events and workshops, contributing to the successful execution of admissions-related events that enhanced the school's reputation.
- Responded promptly to customer inquiries via phone, email, and chat, addressing questions, concerns, and technical issues effectively.
- Demonstrated patience and active listening skills to understand customer needs.
- Utilized CRM software(No Paper Forms) to document interactions, track customer history, and escalate complex issues to the appropriate teams.

Admission counselor

Delhi Public School [16/11/2020 - 20/01/2023]

City: Faridabad

Country: India

- Handling all telephonic communication
- Handling all the admission related formalities and maintaining cordial relationships with parents and clients.
- Giving admission related counseling to parents and students.
- Helping students with selection of course and subjects.

- Following all company policies and procedures; maintaining confidentiality of proprietary information; protect the privacy and security of guests and coworkers.
- Answering Calls & Handling queries for admission.
- Maintaining Personal staff files.
- Maintaining Personal Files data of the students.
- Handling Social Media (Facebook , Instagram) of the school
- Day-to-Day functioning of the school. Maintain admission data.
- Preparing TC, Character certificate, etc.
- Organizing promotional events of the school.
- Maintaining good and healthy relationship's with the play school's and collaborating with them

Skills:

Customer Service
Active Listening
Problem Solving
Communication
Conflict Resolution
ERP Software (No Paper Forms)
Multitasking
Time Management
Team Collaboration

EDUCATION AND TRAINING

Bachelor of Education

Maharshi Dayanand University [2019 - 2021]

Address: Faridabad

Bachelor Of Arts (Human Resources Management and Economics)

Dyal Singh College [2015 - 2018]

Address: New Delhi

XII

Apeejay School [2015]

Address: Faridabad

X

Apeejay School [2013]

Address: Faridabad

OTHER ACTIVITIES

Achievement & Extra Curricular Activities

- Active at organizing events.
- Member of School band.
- CBSE level swimmer.
- Participated in cultural activities and competitions at college level.