



GURWINDER KAUR

Admission Counselling, Sales & Customer Relationship Management

As a Counsellor, I effectively utilize my expertise in counselling to provide empathetic support and guidance to clients, while also leveraging my sales skills to identify their needs and recommend appropriate solutions. I excel in understanding their concerns and offering tailored solutions to meet their requirements. With a strong background in both counselling and sales, I am adept at fostering positive relationships, achieving sales targets, and ensuring customer satisfaction. I consistently surpass targets, significantly contributing to revenue generation within the organization.

PROFESSIONAL EXPERIENCE

Admission Consultant

April 2024 – Till Date

Goa Institute of Management

- Conducting telephonic consultations with prospective students to understand their educational goals & needs.
- Providing personalized guidance and support throughout the admissions process.
- Achievement of enrollment targets.
- Maintaining accurate records and documentation of all interactions with prospective students.

Telecaller

Nov 2023 – Mar 2024

CIALFO Subcontinent Pvt. Ltd., Noida

- Calling to prospective students and conducting comprehensive consultations to understand the academic background, course of interest and preferences of the students.
- Follow up with leads to ensure continuous engagement and provide additional information, if needed
- Maintain accurate and up-to-date records of interactions, inquiries and applications in the CRM

Counsellor

Dec 2021 – Oct 2023

The Ahead Education Group, Faridabad

- Counselling & Engagement driven discussions with prospective candidates and enrolling them with various Universities.
- Calling on Fresh leads and follow-up cases and ensuring to meet monthly deadlines
- Managing Sales funnel from Lead to enrolment with associated Universities.

Admission Counsellor (Freelancer)

Aug 2016 – May 2019

Lovely Professional University, Punjab

- Admission Counselling and managing conversions from Leads to Applications
- Making calls to leads shared by HO
- Responsible for achievement of targets shared by HO

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[LinkedIn](#)

EDUCATION

MBA in Marketing & HR

LPU, Punjab

Batch 2019-21

KEY SKILLS

- Microsoft Office
- CRM

ADDITIONAL SKILLS

- Communication Skills
- Presentation Skills
- Dedicated Team Player
- Customer Relationship Management
- Customer Service

HOBBIES

Cooking, Gardening &
Listening to music

LANGUAGES KNOWN

English, Hindi &
Punjabi