

ANMOL KUSHWAHA

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Professional Summary

Enthusiastic and dedicated fresher with a strong foundation in communication, data analysis, and customer engagement. Eager to apply my skills in a dynamic environment, contributing to the growth of the organization while continuously developing professionally.

Professional Experience

Senior Career Counsellor
Testbook | Remote (Freelance, Part-Time)
March 15, 2023 – May 31, 2024

- Utilized CRM tools to generate qualified leads, effectively connecting with prospective students through calls.
- Delivered in-depth information on courses, assisting students in making well-informed decisions to purchase programs.
- Fostered engagement with students, addressing queries and highlighting course benefits to encourage enrolment.
- Gathered and analysed student feedback, implementing improvements to enhance service quality and customer satisfaction.
- Collaborated with team members to optimize lead generation strategies and improve overall conversion rates.
- Maintained accurate records of student interactions and follow-ups, ensuring smooth communication and follow-through.

Skills and Abilities

- **Effective Communication:** Clear and professional articulation of ideas.
- **Teamwork:** Collaborative and goal-oriented.
- **Microsoft Excel:** Skilled in data analysis and reporting.
- **Problem-Solving:** Strong analytical and solution-oriented mindset.
- **Customer Engagement:** Proven ability to engage with clients and build relationships.

Education

- **Master of Computer Applications (MCA)**
Axis Business School, Kanpur
2023 – 2025
- **Bachelor of Computer Applications (BCA)**
Axis Institute of Higher Education, Kanpur
2020 – 2023
- **Senior Secondary (XII)**
K.V. L.I.C. Mehwar Singh Ka Purwa, Kanpur Nagar
2018
- **Secondary (X)**
T.H.S.N.C.R.H.S.S. Manethu, Kanpur Dehat
2016

Courses & Certifications:

- **Microsoft Data Analyst Associate** (14 March – 30 March 2023)
Certified in analyzing and visualizing data using Microsoft Power BI and related tools, enhancing data-driven decision-making.
- **Excel Certification**
Proficient in advanced Excel functions and data analysis techniques.

Other Interests

- **Gardening:** Passionate about cultivating plants and creating sustainable green spaces. It reflects patience, attention to detail, and a connection with nature.
- **Cooking:** Enjoy experimenting with diverse cuisines and developing recipes. Demonstrates creativity, precision, and the ability to manage multiple tasks effectively.

Languages

- **Hindi:** Native
- **English:** Conversational