

# Gurupreet Kaur

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📍 Noida

## PROFESSIONAL SUMMARY

Results-driven professional with nearly two years of experience in sales and academic counseling. Expertise in building client relationships, resolving inquiries, and ensuring customer satisfaction. Skilled in communication, problem-solving, and managing concerns to maintain a positive brand image. Experienced in collaborating with cross-functional teams to address customer issues across social media and other platforms. Looking to apply my skills in customer interaction and reputation management to enhance brand integrity and drive online customer satisfaction.

## SKILLS

- Client Relationship Management
- Communication Skill
- Problem Solving Skill
- Social Media Management
- Online Reputation Management
- Cross-Functional Collaboration

## CERTIFICATES

- Digital Marketing: Google — Inbound & Outbound Marketing, SEO, SEM

## PROFESSIONAL EXPERIENCE

### Pregrad

#### Academic counselor

09/2023 – 05/2024 | Noida, India

- Provided guidance and counseling to prospective students, helping them choose the right academic programs based on their interests and career goals.
- Conducted one-on-one consultations, addressing queries, providing information on courses, and ensuring a personalized experience for each student.
- Coordinated with academic and administrative teams to ensure timely processing of student applications and enrollment.
- Developed and maintained strong relationships with students, fostering a positive experience and high retention rates.
- Managed student feedback, addressing concerns and escalating issues when necessary to improve the overall student journey.
- Contributed to the development of marketing strategies by providing insights into student needs and preferences, helping enhance the company's outreach efforts.

### Reality Tree LLP

#### Sales executive

01/2023 – 08/2023 | Noida, India

- Assisted in the sales of real estate properties, including residential and commercial units, by identifying client needs and offering tailored solutions.
- Managed end-to-end sales processes, from lead generation and property viewing to closing deals and ensuring customer satisfaction.
- Developed strong relationships with clients and potential investors, contributing to a high rate of repeat business.
- Collaborated with cross-functional teams to ensure timely execution of sales contracts and property handovers.
- Actively participated in marketing campaigns and events to increase brand visibility and client engagement.

## EDUCATION

### M Com

#### Mahatma Gandhi Kashi Vidyapeeth

2019 – 2021 | Varanasi, India

### B com

#### Veer Bahadur University

2016 – 2019 | Ghazipur, India