




MUKESHRAJ KUSHWAHA

ASSISTANT MANAGER- ADMISSIONS

-  H.No -55,A2 Block ,Budh Vihar Phase -1 , Delhi, 110086, India
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ABOUT ME

- Highly motivated Assistant Sales Manager with a strong background in sales, team leadership, and client relationship management. Proven ability to collaborate with senior management to develop effective sales strategies, exceed revenue targets, and drive overall sales performance. Possesses excellent communication, leadership, and analytical skills.

SKILLS

Business Development

Conflict Resolution

Time Management

Relationship Management

Customer Relationship Management

Data Management

Team Leadership and Motivation

Sales Training and Support

Sales Strategy Development

Report Preparation and Presentation

MS Office and CRM Proficiency

negotiation and counselling

WORK EXPERIENCE

ASSISTANT MANAGER - ADMISSIONS | OCT 2022 - JAN 2024

AIMLAY PVT LTD, ROHINI ,DELHI

- Developed and created employee schedules to optimize coverage primarily based on forecasted needs, improving normal efficiency.
- Provided comprehensive training to team members on processes, courses, new policies, and SOPs, contributing to a skilled and knowledgeable workforce.
- Utilized industry knowledge, customer service capabilities, and analytical acumen to clear up consumer concerns, promoting loyalty.
- Maintained a professional attitude in dealing with customer issues, remaining calm under difficult circumstance.
- Fostered positive customer relations by addressing problems proactively and implementing successful corrective actions.
- Mentored team members to enhance professional development and accountability in the workplace.
- Conducted meetings with management to discuss new policies, challenges, and overall performance.
- Collaborated with the sales team to develop and implement admissions strategies, resulting in a 400% increase in student enrollment.

EDUCATION COUNSELLOR | MAY 2016 - OCT 2022

SMILE GROUP OF EDUCATION, NANGLOI,DELHI

- Identified client and center needs, providing detailed information on courses and offerings.
- Assisted in day-to-day operations, collaborating efficiently with team members to ensure productivity.
- Applied effective time management techniques to meet tight deadlines.
- Conducted follow-ups and scheduled appointments, addressing queries in physical meetings and assisting with documentation.
- Coordinated clients during course-related assessments, exams, result announcements, and certificate issuance.
- Built strong relationships with clients to encourage referrals.

TEAM LEADER - SALES | SEP 2012 - MAY 2016

MONITECH LIC SERVICES, DELHI

- Motivated the sales team through regular training sessions, resulting in improved skills and enhanced performance.
- Effectively resolved customer escalations, ensuring high levels of customer satisfaction and loyalty.
- Conducted customer calls and follow-ups on insurance schemes, addressing queries and providing information.
- Managed the sales team, offering support to team members in achieving their targets.
- Formally communicated with HR to align objectives, directed subordinates, and ensured coordinated efforts within the team.

TELE SALES OFFICER | MAY 2012 - SEP 2012

NSURE FINANCIAL SERVICES

- Attended customer calls and made outbound calls to regular customers regarding insurance policies and schemes.
- Conducted follow-ups on insurance schemes, addressing customer queries and providing relevant information.
- Handled sales tasks, scheduled appointments, and coordinated with relationship officers for effective customer management.
- Maintained accurate and organized data to facilitate decision-making processes.

LINKS

Linkedin:

<http://www.linkedin.com/in/mukeshraj-kushwaha-b9a9a2246>

LANGUAGES

English

Hindi

HOBBIES

Playing outdoor Games ,Watch Podcast

PERSONAL DETAILS

⦿ Date of birth
14-05-1993

⦿ Nationality
Indian

⦿ Marital status
Single

⦿ TELE SALES EXECUTIVE | NOV 2011 - APR 2012

A CARE PORTFOLIO MANAGEMENT SERVICES

- Engaged in customer calls, conducted follow-ups on insurance schemes, and addressed customer queries.
- Handled sales responsibilities, scheduled appointments, and coordinated with relationship officers.
- Maintained organized data for efficient tracking and reporting.

EDUCATION

⦿ MASTER OF BUSINESS ADMINISTRATION -MARKETING MANAGEMENT | 2020

JAIPUR NATIONAL UNIVERSITY

⦿ BACHELOR OF ARTS | 2017

DELHI UNIVERSITY

COURSE

⦿ CERTIFICATE IN MS EXCEL CRASH COURSE | MAR 2024 - APR 2024