

• RESUME



**AKANKSHA
SINHA**

**ACADEMIC
COUNSELLOR**

Contact:-

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DOB:-

21/10/2005

Gender:- female

Religion:- Hindu

Marital Status:-

Unmarried

Nationality:- Indian

Summary And Experience

USA Academic counsellor or Sales Representative with 1+ years of experience in EdTech company called Learning Saint located in Noida sector 63 block-H70. A highly motivated and results-driven professional, skilled in providing academic counselling and driving sales growth in the EdTech industry. The role involves advising students on educational opportunities, helping them navigate academic programs, and providing personalized guidance. As a Sales Executive, the position requires expertise in promoting EdTech products and services, building relationships with educational institutions, and achieving sales targets. Strong communication, problem-solving, and customer service skills are essential for success in this dynamic, fast-paced environment.

Key Qualifications & Responsibilities

- Expert in managing high-volume inquiries from prospective students or clients, ensuring efficient and effective resolution of questions and concerns.
- Proficient in implementing customer feedback systems, improving satisfaction rates and gathering insights to enhance services and offerings.
- Skilled in training and mentoring new team members, ensuring they are equipped with the knowledge and tools to meet organizational and client needs effectively.
- Strong ability to develop and implement retention strategies, fostering long-term relationships with students, clients, or educational institutions.
- Experienced in handling customer inquiries and complaints via phone, email, and other communication channels, delivering prompt and tailored solutions.
- Proven ability to assist in developing sales or counselling protocols, streamlining processes and improving service efficiency, resulting in higher satisfaction and fewer complaints.
- Consistently achieving high satisfaction scores, demonstrating a strong track record of meeting or exceeding client/student expectations.
- Knowledgeable in product offerings and educational programs, able to clearly communicate the benefits and assist in selecting the right program or solution for individual needs.
- Excellent communication and interpersonal skills, with the ability to build rapport with diverse clients or students and understand their unique requirements.
- Strong problem-solving skills, capable of addressing and resolving challenges that arise during the counselling or sales process.
- Goal-oriented with a proven track record of meeting or exceeding sales or counselling targets, ensuring growth and success for the organization.
- Ability to stay current with trends in the EdTech or academic sectors, ensuring up-to-date knowledge and guidance for clients or students.

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Education Qualification

GRADUATION----

Perusing BBA in specialization of finance from SOL Under Delhi University.

INTERMEDIATE-

Completed Enter in Science with PCM (Physics, Chemistry, and Math) from university of Patliputra, Patna-Bihar.

Matriculation-----

Completed Matric from Jharkhand

COMPUTER

Knowledge-----

Completed ADCA (Advance diploma in Computer application)

From Bihar government registered institute

Hobbies:-

1. Communication
2. Reading books
3. Reading- psychology
4. Pop singing
5. Dancing

Key Achievement:

- ❖ Boosted customer retention and student satisfaction after counselling.
- ❖ Consistently achieved good revenue after providing good services to students and making them satisfied about courses.

❖ **Skills**

- Excellent verbal communication
- Active listening
- Problem-solving
- Adaptability
- Proficiency in CRM software
- Time management
- Teamwork
- Customer-Service oriented

- **Customer Service:** Excellent communication and interpersonal skills, adept at resolving issues and ensuring customer satisfaction.
- **Sales:** Strong ability to identify customer needs and present tailored solutions and making them convenience for buying the product.
- **Counselling:** Experience in academic advising and counselling, with a focus on helping students achieve their personal and academic goals.
- **CRM Proficiency:** Familiarity with CRM software to manage customer interactions and track sales progress.
- **Problem-Solving:** Strong analytical skills, able to address challenges efficiently and effectively.

✓ **Languages**

(1). Hindi—Native

(2). English—fluent.