

Sneha Yadav

Admission Counselor

Water Plant Building, Sector 44, Noida

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Professional Experience**Lloyd Institute of Engineering & Technology**

Admission Counselor

May 2024 - October 2024

- Managed the admissions process, including scheduling test dates and registering students.
 - Conducted outreach to prospective students and parents via phone and in-person tours, providing comprehensive program information.
 - Facilitated follow-up communications to support families in the application process.
 - Coordinated with department heads and internal teams for streamlined admissions procedures.
 - Oversaw AKTU registration for final admissions.
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Mentor - The Language Institute

Admission Counselor

July 2022 - April 2024

- Advised on foreign language courses and scholarship examinations (IELTS, SAT, TOEFL) to promote student growth.
 - Organized campus drives to increase enrollment and collaborated with seniors to enhance outreach efforts.
 - Managed payroll for student admissions and maintained administrative records, including attendance and class schedules.
 - Contributed to staff development and provided strategic insights for course development.
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IEnergizer

Customer Executive

October 2021 - June 2022

- Engaged with merchants to resolve queries regarding payment and eligibility offers, enhancing customer satisfaction.
 - Utilized Salesforce for customer resolution, ensuring timely and effective support.
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Education

Bachelor of Commerce

University of Lucknow, Lucknow
August 2020 - August 2023

Humanities

Red Rose Public School, New Delhi
July 2018 - July 2020

HSC

Red Rose Public School, New Delhi
April 2017 - May 2018

Key Skills

- Strong Communication Skills
 - Effective Negotiation
 - Customer Service Excellence
 - Screening and Sourcing Candidates
 - Documentation and Administrative Management
 - Background Verification
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Languages

- English
- Hindi