

# DEEPMALA

## EDUCATION COUNSELLOR

### PROFESSIONAL PROFILE

Hardworking and resilient engineering graduate, specialized in Civil Engineering, seeking a job as a sales/ support representative; bringing highly effective communication skills and ability to work with people in best possible ways for achieving the target and developing the best performance in the Organisation

### EMPLOYEMENT HISTORY

#### Technical Support Executive

Ienergizer Services Pvt. Ltd. – May 2016 to May 2018

- Regular customer communication via call & Remote support for better Coordination.
- Handling customer queries related Samsung phones.
- Providing best possible solution to the customers.
- Maintaining a standard Q/A sheet.
- Handling customer complaints and take appropriate action to resolve them.

#### Education counsellor (Tele sales Executive)

Edfora infotech pvt. Ltd. – May 2019 – Present

- As an Education Consultant i am responsible for all aspects of student/ parent (customer) acquisition life- cycle.
- This includes revenue generation, tele counselling and all other aspects related to sales.
- Focusing on strengths for identifying academic problems that tend to affect the student's performance.

### KEY ACHIEVMENTS

- Rewarded with top Performer (**Star Performer of the month**) Award in Samsung HHP.
- Rewarded twice with quarterly best performer Award in Edfora InfoTech pvt. Ltd.

### LANGUAGES

- HINDI
- ENGLISH

### CONTACT

House no. 20, mandir wali gali near dispensary, Bersarai market, 110016  
(M) +91-8368247658  
(E)

[Deepanshichoudhary24@gmail.com](mailto:Deepanshichoudhary24@gmail.com)

### PERSONAL DETAILS

D/O- Hari Shankar  
Marital Status- Unmarried  
DOB- 24<sup>th</sup> Oct 1996

### QUALIFICATIONS

**B.Tech.** from Rajasthan Technical University in 2015

12<sup>th</sup> from Rajasthan Board in 2011

10<sup>th</sup> from Rajasthan Board in 2009

### KEY SKILLS

- ✓ Customer management expertise.
- ✓ Fine-tuned organizational skills.
- ✓ Ability to prioritize.
- ✓ Flexible and adaptable.
- ✓ Clear communicator.
- ✓ Friendly and approachable attitude.
- ✓ Effective problem solver.
- ✓ Patient and empathetic.
- ✓ Ability to work well as part of a team or individually.
- ✓ Ability to work effectively with multiple deadlines.
- ✓ Approach problems with a positive attitude.

### COMPUTER SKILLS

- Power Point
- Email Access
- Microsoft Office
- Web and Social Skills