

Neha Kaperwan

"Edtech sales expert and business development specialist with a talent for driving revenue through strategic partnerships and tailored solutions. Skilled in understanding client needs, building relationships, and navigating negotiations. Passionate about leveraging technology for education and excelling in market analysis and lead generation to drive business growth."

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📍 Gurgaon, India

WORK EXPERIENCE

Business Analyst

Teleperformance Global Service Pvt Ltd.

06/2024 - 11/2024

Achievements/Tasks

- Managed client queries, ticket sales, and plan upgrades within the YouTube NFL process, consistently achieving high customer satisfaction and exceeding monthly sales targets.
- Streamlined query resolution and data analysis efforts, reducing response times and enhancing overall service efficiency.
- Consistently surpassed sales and upgrade targets by leveraging personalized recommendations and upselling strategies.
- Maintained excellent client satisfaction ratings through efficient query resolution and proactive client engagement.

Senior Academic Counsellor

Collegedekho

03/2023 - 06/2024

Gurgaon/India

Achievements/Tasks

- Managing regular courses for students from 12th grade to graduates.
- My role involved client coordination, counselling, and retention, and I deal directly with university points of contact
- I have been a top performer every month from the day of joining and received a "You Matter" certificate from CollegeDekho.
- I handled admissions for universities such as Goel Group Of Institution/ SMS LUCKNOW/ IPSR College Of Pharmacy/ UNITED University etc. I successfully completed 580 admissions from March 2023 to June 2024

Business Development Manager

Hike Education

07/2022 - 03/2023

Gurgaon/India

Achievements/Tasks

- Taking care of online MBA and PGDM programs for Symbiosis and NMIMS university.
- I made 300-400 cold calls daily, maintaining over two hours of call time, and handled individual and team admissions for Symbiosis College of Online Learning (SCOL) Symbiosis College of Distance Learning (SCDL) and NMIMS University.
- I collected online application fees of approximately ₹500 to ₹1200 and managed tuition fees ranging from ₹35,000 to ₹2,30,000 on the time of admission and responsible to meet targets as well.
- During my nearly 8 month tenure at Hike Education, I consistently garnered praise from both my mentors and management. Each month, I not only met but exceeded my targets ahead of schedule, demonstrating a strong commitment to excellence and efficiency.

SKILLS

Communication

Business Development

Retention Strategies

Sales Closing

Client Coordination

Customer Relationship

Counselling

Lead Prospect

Interpersonal

Team Management

Customer Support

Customer Relationships

CERTIFICATES

Performer of the Quarter

- Collegedekho

Limitless Performer

- Collegedekho

Over Achiever

- Hike Education

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION

(06/2019 - 10/2022)

GALGOTIA'S University

LANGUAGES

English

Full Professional Proficiency

HINDI

Full Professional Proficiency

INTERESTS

Sports

Business

Outgoing

Music

Poetry

Debates