

ARPITA NISHANT AGARWAL

DEPUTY MANAGER

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EMAIL | arpita.nova@gmail.com
LOCATION | Bengaluru, INDIA
EXPERIENCE | 14 Years 0 Month

Key Skills

- Analyzing
- Office Administration
- Branch Management
- Project Management
- Customer Service
- Interpersonal Skills
- Client Relationship Management
- Customer Support
- Operations Management
- Marketing Management
- Team Management
- Business Development
- CRM
- Admissions

Certification

- Basic Computer
- Certified Digital Marketing Mastre
- SAS

Languages

- English

Profile Summary

I am an outgoing and dynamic project manager with strong leadership skills and extensive experience in staff management, particularly within the education sector. I excel in developing and maintaining friendly, respectful relationships with educators, stakeholders, and technical teams. My excellent listening skills and ability to drive sales, close deals, and negotiate with various types of customers have made me a valuable asset in this fast-paced industry. With a proactive approach and strong problem-solving abilities, I am dedicated to achieving company goals efficiently and fostering innovative educational solutions.

Work Experience

Deputy Manager
UNext Learning
06/2022 - 03/2025

Communicated regularly with clients to understand needs, evaluate current product use and cross-sell new products. Built and maintained relationships with new and existing clients while providing high level of expertise. Achieved goals for sale of bank products and services and exceeded performance metrics for customer service. Worked with various departments to facilitate communication and deliver personalized solutions to customers. Developed and cultivated lucrative relationships with both new and existing clients through effective communication and exemplary interpersonal skills. Facilitated workshops and seminars to educate customers on product features and benefits. Analyzed customer data to identify areas of improvement and maximize customer satisfaction. Reviewed historical records, current operational data and forecasting information to identify and capitalize on system enhancement

- Hindi
- Hindi
- English
- English
- Hindi

Social links

- <https://www.linkedin.com/in/ar-pita-nishant-agarwal-08165227/>

opportunities. Develop and implement student engagement initiatives and programs to create a supportive and inclusive campus community. Proactively build relationships with students through regular one-on-one meetings, workshops, and outreach efforts, ensuring personalized support and guidance. Collaborate with academic advisors, faculty, and staff to identify at-risk students, devise intervention plans, and facilitate necessary resources for academic success. Conduct student satisfaction surveys and analyze data to identify areas of improvement and implement action plans to enhance student experience. Initiated and led a mentorship program, matching incoming students with experienced mentors, resulting in a 25% increase in student retention. Act as a liaison between students and university administration, addressing student concerns and feedback, and advocating for student needs.

Center Head

ICBI

08/2018 - 05/2022

Managing a Centre Preparing weekly or monthly reports Attending management meetings Taking advantage of business opportunities Performing administrative duties Budgeting Overseeing the upkeep of the building Supervising staff Handling daily ad hoc responsibilities

TimesPro

Program Manager

02/2017 - 08/2018

Developing a marketing team to implement strategy & delivering on objectives. Constantly improving business development activities. Develop partnerships & relationships with third parties to meet strategic objectives. Making sure that campaigns run to deadline and on budget. Online campaigns, web site, use of digital/social media. Exceptional project and time management skills. Monitoring & reporting to senior managers on the effectiveness of strategies/campaigns. Setting the scope, implementation, management & review of marketing campaigns. Generated compelling and creative advertising proposals Solved customer problems, increased return on investment and enhanced online presence Leveraged market relationships to increase overall revenues Reviewed stats, lead generation and

on line traffic reports with dealers Determined action plans and media effectiveness to improve customer results. Led sales team through pricing changes, product launches and process change Consulted with active clients to identify needs and match them to suite of online services

Regional Manager

IES

10/2011 - 01/2017

Managing then team and looking after the smooth functioning of the centre. Training and consulting Verify appropriate action plans and performance measurements based on corporate goals. Train and motivate new hires for operations to ensure optimal efficiency. Digital marketing, online campaigns, evaluating and managing the leads. Brand Promotion, Enhancing brand awareness through organizing and participating in various BTL Activities., Product training

Admission Manager

RIMS

06/2010 - 10/2011

Planning and Organizing Syllabus, managing schedules and curriculum activities. Working with staff and teachers for development. Organizing summer camps and awareness programs. Organizing marketing activities and generating business. Represented education fairs across India and maintaining client relations. Analyzing and reviewing data.

Education

MBA/PGDM - Marketing

2014

Sikkim Manipal University (SMU)

Grade - 7/10

B.Sc - Biology

2009

Bangalore University

Grade - 65%

12th

2006

CBSE , English
Grade - 65-69.9%

10th
2004

CBSE , English
Grade - 65-69.9%

Projects

Brain Matrix Mapping Tool
485 Days

The method of Career Counselling by bridging the gap between Academics and Career. To successfully make a right career choice by identifying the strengths and aligning it into right directions.