

BIMLA PRADHAN

HARALUR, BANGALORE, KARNATAKA – 560102

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PROFILE

PERSONAL STATEMENT: Experienced in administrative responsibilities to establish and maintain high standard of service, measured by staff productivity, customer complaints & growth in business. An effective communicator with good communication skills over languages. Summarized conflict management and organizational skill with Networking & Linkage. Documentation and computer skill with MS word, Excel, PowerPoint, Internet, Email. Provide leadership and management for the Branch Staffs.

CAREER SUMMATION: To develop and implement strategies, policies and programs that relate to the management of Human Resources. The knowledge, skills and creative abilities of the workforce contribute greatly to the success of an organization.

CAREER OBJECTIVES: Client servicing with reputed organizations. An objective is to balance the needs and goals of both the company and the workforce and the ability to maintain good human relations in the company to improve employees' welfare, development & empowerment.

PROFESSIONAL ACHIEVEMENTS AND ACTIVITIES

Awarded as a best fashion designer in 2003 from NIFD Kolkata.

Awarded best performer of the debutant year by Aviva Life Insurance, 2006.

Awarded best debutant for consecutive three months by HDFC Life Insurance, 2008.

Training on Professional Educational System and its implementation on different fields attended in 2008.

KEY SKILLS

- ☐ **Decisive thinker** - Able to analyze information quickly and make robust decisions.
- ☐ **Collaborative** - Able to work well with a range of people both within and outside the organization.
- ☐ **Driven to deliver** - Focused on delivering best possible results for the organization.
- ☐ **Courage to challenge** - Courage and confidence to speak up & will challenge others even when met with unfamiliar circumstances.
- ☐ **Curious** - An inquisitive, open-minded type, who seeks out new ways to support the development of an organization.
- ☐ **Learning and development** - Making sure that people at all levels of the organization have the skills needed to contribute to the organization's success, and that they are motivated to grow and learn.
- ☐ **Employee relations** - Ensure the relationship between organization & staff is managed within a clear and appropriate framework.

HIGHER EDUCATION

Masters in English Literature from North Bengal University (Major --- English)

Masters in Business Administration from Sikkim Manipal University (Major – HRD. Compulsory --- Marketing)

WORK EXPERIENCES

Sr. Admission Counselor - The City Academic School September 2023 till date)

- Responsible to increase students' and parents' awareness about available opportunities related to career options
- Attending Expo for conducting career guidance along with admission counseling
- Organizing campus tours and creating repo with the parent and the child.
- Handling documentations, filing and managing the team of counselors
- Maintain quality of education & students satisfaction by delivering transparency in counseling.
- Counsel the parent for student on admission, convince them to get admission as per the policies and procedures i.e. converting the leads into admissions.
- Responsible for strategic marketing, sales and client care. The team also works with the Market Development who takes a wider perspective relation and have specific responsibilities to assist in marketing campaigns and assisting with lead generation.
- Taking care of UDISE & SATS.

Parent Relationship Manager - TCIS, BANGALORE (Feb 2023 to July 2023)

- Role related with parents query handling over telephone & emails. Overall responsibilities include admissions, managing parents and student's expectations. Keeping a track with the backend team for overall delivery of certain services.
- Counsel the parent for student on admission, convince them to get admission as per the policies and procedures i.e. converting the leads into admissions.
- Identifying and communicating parent's needs and ensuring satisfaction of the service by resolving issues and concerns.
- To ensure timely notices / circulars related to admissions and withdrawals are sent to all parents. To maintain all school related required information to be shared with prospective parents as one point of contact.
- Taking care of board registration with proper documentations for grade 9, 10, 11 & 12 (CBSE Board)
- Handling the Bonafide Certificate / TC / SATS No.

Admission & Marketing - Vibgyor High School, Bangalore (April 2017 Jan 2023)

- Role related with parents query handling over telephone & emails. Overall responsibilities include admissions, managing parents and student's expectations, and identifying new business markets. Keeping a track with the backend team for overall delivery of certain services.
- Responsible for strategic marketing, sales and client care. The team also works with the Market Development who takes a wider perspective relation and have specific responsibilities to assist in marketing campaigns and assisting with lead generation.
- Maintain quality of education & students satisfaction by delivering transparency in counseling.
- Handling overall Pre School Tie Ups with MOU / activities planning for generating leads.
- Generating Bonafide Certificate / Study Certificate / TC / LOC - Letter Of Recommendation - closely working with ERP & Academic department.

CENTRE MANAGER AT RICHFEEL HEALTH & BEAUTY PVT.LTD. (Oct '2015 till Mar'2017)

- Full time role overseeing overall sales of the branch, coordination with H.O. & administration & operational processes.
- Improves financial performance of Sales. - Ensure smooth operations with implementation of CRM
- Monitor the team & handle them with efficiency leading to productivity.
- Training & guiding the entire team to perform better. Good leadership skills, good approach.
- Overlooking the team to follow the code of conduct & adhere to the set of policies of the company.
- Ensure expenses are in control. Measures to be taken & monitor cost cutting of expenses.
- Initiatives to be taken to come up with new business ideas to increase the revenue of the clinic

COORDINATOR AT DIVYA SHREE ACADEMY, KATHMANDU. NEPAL (Apr 2013 to Mar'2015)

Full time role in administration and coordination of the Institute related to Education, Teaching and Delivery.

CENTRE MANAGER AT VLCC INSTITUTE, SILIGURI. (March 2011 to January 2013)

- Full time role overseeing the administration and overall sales of the branch.
- To plan and execute sales events by developing & implementing appropriate strategies by selecting, segmenting and targeting markets.
- Ensure office discipline, cleanliness, professional ethics & healthy atmosphere.
- To assist the Corporate HR in Recruitment staff members in all centers and conducting theory classes once in a month to check student's progress.

PUBLIC RELATION OFFICER AT VETA (Expert in Spoken English) (Apr 2008 to June' 2009)

- Responsible for day to day management of the branch including servicing, cash management, accounting, reporting & MIS.
- Keeping track between the students and faculty feedback and with R.O. & H.O. Conflict and Management of the Center
- Management of staff welfare and center maintenance. Daily FMIS updating.
- Recruiting the faculty and analyzing them by taking mock sessions.
- Mailing on daily basis to concern authority regarding the DSR, MIB & Internet reports on time

FREELANCER - HDFC LIFE INSURANCE (2006 to 2008)

- Planning to provide the correct products that suit the customer's needs.
- Fulfilling the given target on time.
- Providing the customer service in time.
- Detailing the customer regarding the products and company's norms
- Supporting teamwork. Completing the documentations.

PERSONAL DETAILS

FATHER'S NAME: **JIWAN PRADHAN**

D.O.B: **03RD APRIL**

NATIONALITY: **INDIAN**

RELIGION: **HINDU**

Bimla Pradhan _____

Dated _____