



HEMENDRA PRATAP SINGH

Administration and Operations Management

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hemendra118@gmail.com

WORK EXPERIENCE

9 Years 7 month

ABOUT ME

I am a dedicated, organized and methodical individual. I have good interpersonal skills, an excellent team worker, willing to learn and develop new skills. I am reliable & dedicated and often seek new responsibilities within a wide range of employment areas. I have an active and dynamic approach towards work with the objective of getting things done.



Work Experience

August 2013 – November 2020

Senior Executive Operations

Mahendra Educational Pvt Ltd – Prayagraj

I worked as a **Senior Executive Operations** in Mahendra Educational Pvt. Ltd, which is a renowned name in preparation of competitive exams, and my job responsibilities are

- **Administrative management**
 - Monitoring the follow-up & conversion of existing enquiries.
 - Ensuring that the enquiry turnout & the enquiry to enrollment conversion ratio at the training Office is above set commitments.
 - Ensuring that student feedback sessions are conducted at the end of every month as per the students feedback form and immediate / corrective / preventive measures are adopted in order to ensure that progressive feedback is recorded.
 - Monitoring marketing activities like branding, advertisements, conducting seminars in various colleges etc.
 - Maintaining student's database and supporting demand generation.
- **Financial responsibilities and obligations**
 - Accountable for back end operations of the branch.
 - Accountable for accurate cash management and tallying of accounts in the system with the help of tellers ensure compliance of end of day branches reconciliation.
 - Train the branch operations team on new processes/systems for account opening, cash transactions etc., other operational procedures, cash management, guidelines related to systems and processes and create an environment of continuous learning and improvement
 - Process level Gaps/Issues/Audit findings Accountable for the timely follow-up and closure of issues raised in Audit and design action plan for minimizing similar lapses.
- **Organizational responsibilities**
 - Ensure that the Branch Operations team maintains the highest standards of professional conduct, ethics, integrity, and control in execution of all their daily operations.
 - Manage the team; including target setting and monitoring performance against the defined goals/ metrics and take corrective action wherever required.
 - Maintenance of branch ambience/ infrastructure as per HO / RO guidelines.
 - Branch administration activities including coordination with IT, infrastructure, security, and housekeeping.

Jan 2011 – Jun 2013

Office Coordinator

JPH Enterprises - Lucknow

I worked as an Office Coordinator, in JPH Enterprises, which provides Advertisement and Branding Solutions on a pan India basis, and my job responsibilities were

- Establishes, develops and maintains business relationships with current customers and prospective customers in the assigned territory/market segment to generate new business for the organizations products/services.
- Develops clear and effective written proposals/quotations for current and prospective customers.
- Coordinates sales effort with marketing, sales management, accounting, logistics and technical service groups.



Career Highlights

- Received best **Employee award of the year (2017)** by the company (**Mahendra Educational Pvt. Ltd.**) where I worked as a Senior Executive.



Education

Master of Computer Applications Sikkim Manipal University	2007 -2010 Prayagraj
Bachelor in Arts Allahabad University	2002 -2005 Prayagraj
Intermediate C.B.S.E	2001 -2002
High school C.B.S.E	1999 -2000



Computer Proficiency

- Course on Computer Concepts (CCC).
- MS Office, Troubleshooting.



Personal Details

Father's Name: Late Shri Suresh Singh
Birthday: September 21, 1984
Gender: Male

Marital Status: Married
Nationality: Indian
Address: L.D 118 ADA Colony Naini, Prayagraj (U.P.)

Date-

Place-

Hemendra Pratap Singh