



SURAJ PRASAD

📍 Kolkata 70069

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PERSONAL SUMMARY

Evision accumulation of skills and experience for my future endovers. I consider every job as an opportunity to learn from my supervisor and colleagues. Coaxially, to prove myself as a valuable person through skills, knowledge ,relations with the customers and my zeal to grow with the growth of the organization by setting and achieving targets.

STRENGTHS

- Hardworking
- Quick learner
- Result oriented
- Firm Beliver of continuous learning
- Dedicated towards the assigned job
- Dedicated towards optimism
- Communication skills
- Emerging leader with power to led the change

EXPERIENCE

CENTER HEAD /BRANCH MANAGER, 04/2023 - 05/2025

Tara Institute, a unit of N36 Coaching Classes Private Limited, New Delhi

- Directing and Managing a team of 10 Executives. Measuring, Monitoring, Synergizing improved team performance with need based action, intervention & guidance Meticulously analysing, identifying each issue, complainand providing or escalating issues to next level for course correction with effective follow up with support teamtill issue, complain resolutions. Empathetically collaborating with clients and rendering effective service toevolve high client satisfaction & future business referralsConducting customer satisfaction surveys to ascertain, understand, improve identify improvement areas & ser-vice delivery gap and recommending effective course correction.

ADMISSIONS COUNSELOR, 06/2022 - 03/2023

Tara Institute, a unit of N36 Coaching Classes Private Limited, New Delhi

Assist students and their families in understanding the admission process, evaluates applications, and helps match students with suitable programs.

ACCOUNTS DATA ENTRY EXPERT, 08/2021 - 05/2022

Prasad consultancy pvt ltd, Bilaspur, C.G

**EDUCATIONAL
QUALIFICATION**

UNIVERSITY OF CALCUTTA, South City College., 07/2021

B.COM (H)

GPA: 7.123(CGPA)

WBCHSE, Kolkata, 04/2018

12TH

GPA: 71.6%

WBBSE, Kolkata, 04/2016

10TH

GPA: 53.5%

**ACHIEVEMENTS AND
EXPERIENCE**

Received employee of the year 2022 from Industry minister.

LANGUAGES

- Hindi
- English

**HOBBIES AND
INTERESTS**

- Sketching & Graphic designing
- Reading
- Cooking
- Exploring destinations

**PERSONAL
INFORMATION**

- Father's Name: Mr Om prakash Prasad
- Date of Birth: 10/15/99
- Gender: Male
- Nationality: Indian
- Religion: Hindu

DISCLAIMER

I hereby declare that the given details are true to the best of my knowledge.