

# Kiran Maurya

## Center Manager



### About Me

With 11 years of diverse experience, I have developed a versatile skill set in customer service, sales, marketing and team management. My career spans roles in telecalling at an exhibition company, receptionist responsibilities at a clinic, and business development at Yoctel Solutions. For the past 7 years, I have been serving as a Center Manager, where I lead teams, manage operations, and provide expert guidance to prospective students. I have a proven track record in driving admissions for UG and PG programs. As a self-motivated and collaborative team player, I excel at fostering relationships and achieving excellence both individually and for the organizations I've worked for.

### PERSONAL DETAILS

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### SKILLS

- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiples tasks simultaneously
- Experience in managing budgets and handling financial documents
- Revenue Growth
- Client relation and Customer Engagement
- Can work under pressure and under various audiences

### WORK EXPERIENCE

#### Center Manager

##### Bhanwar Rathore Design Studio | June 2018 - Present

- Enrollment: Provide expert online/offline counseling to students and parents, converting telephonic and walk-in inquiries into successful enrollments.
- Full Sales Cycle: Managed complete pre-sales (lead generation/nurturing) and post-sales (onboarding/retention) processes to ensure high conversion rates.
- Revenue and target: Consistently exceed income and admission targets while ensuring 100% timely fee collection.
- Operations Management: Oversee daily center functions, including faculty scheduling, staff attendance, student records, and expense management.
- Lead Management: Utilize CRM tools and educational portals for efficient lead tracking and data management.
- Brand Promotion: Represent the organization at career fairs in reputed schools and national exam center.
- National Tours: Managed multi-campus university tours across India.
- Financial Oversight: Ensure 100% timely collection of fees and manage billing discrepancies.
- Strategy: Maintain up-to-date knowledge of educational policies and market trends to drive organizational growth.

#### Business Development Executive

##### Yoctel Solutions Pvt. Ltd. | May 2017-May 2018

- Finding prospects, following up on business opportunities and setting meetings.

- Excellent verbal and written communication skills including the ability to articulate ideas clearly, actively listen and adapt communication style to various audiences
- The ability to collaborate and work effectively within a team
- The ability to understand and manage emotions both in oneself and others and to build positive relationship.
- Flexibility and resilience in adapting to changing circumstances, embracing new technologies and learning new skills quickly
- Advanced user of Microsoft Excel, Microsoft Word and Microsoft Power point

## **EDUCATION**

Ramanujan college- Delhi University

Bachelor's Degree in Commerce  
2011 – 2014

## **LANGUAGE**

- English
- Hindi

- Use tools like LinkedIn, India-mart, Just Dial, cold calling, email campaigns and networking to generate leads.
- Develop strategies to achieve sales targets.
- Arranging meetings with clients and carrying out software demonstration.
- Working closely with other teams to develop new business.
- Researching the market and identifying potential target customers.
- Prepare and delivering compelling business proposals and presentations.
- Negotiate and finalize contracts with clients.
- Attend industry events, conferences, and workshop to promote the company.

### **Receptionist- Personal Assistant**

#### **Byetense | July 2015- Aug 2016)**

- Respond to patient inquires by phone or email.
- Book, reschedule and confirm appointments after coordinate with healthcare professionals for availability.
- Booking and arranging travel.
- Reminding the boss of important task and deadlines.
- Maintain and type accurate patient report with records and update them as needed.
- Process payments, issue receipts with handled billing queries and resolve discrepancies.
- Managing database and filing systems.
- Handle data entry and maintain confidentiality in the line of privacy regulations.
- Miscellaneous tasks to support to boss.

### **Office Executive (Sales & Marketing)**

#### **CEMS Global Pvt Ltd. | Nov 2014- May 2015)**

- Deliver prepared sales talks, reading from scripts that describe Exhibition details, in order to potential customers to purchase booths.
- Obtain customer information such as name, telephone no. and email id and maintain their records.
- Obtain Company names and telephone numbers of potential customers from sources such as internet, exhibitor cards and exhibitors directories.
- Telephone or write letters to respond to correspondence from customers or to follow up initial sales contacts.
- Sent fax to exhibitors through individual, bulk and fax talk.