

MD ARIF

Educational Consultant & Client Relations Specialist

Mobile: +91-9560176391 | **Email:** arifsheikhmd@gmail.com | **Location:** Delhi-110033

PROFESSIONAL PROFILE

Highly dynamic and **Award-Winning Communicator** with over **8 years of experience** specializing in consultative sales, educational admissions, and strategic client management. Expert in driving enrollment growth for **Indian and International programs** by mastering the full cycle of **lead generation to final conversion**. Possesses validated public speaking and negotiation skills—essential for high-stakes client engagement. Seeking to transition analytical expertise and proven administrative capabilities into a high-growth advisory or leadership role.

KEY SKILLS & COMPETENCIES

Sales & Admissions Expertise: Lead Generation, Target Achievement, Consultative Selling, Admissions & Enrollment, Cross-Cultural Communication, Negotiation, Sales Strategy, CRM Management.

Communication & Leadership: Public Speaking (Award-Winning), Persuasion, Conflict Resolution, Team Training, Stakeholder Management, Presentation Delivery, Active Listening.

Technical & Administrative: Data Management, MS Office Suite (Advanced Excel), Report Generation, **NIELIT 'O' Level IT proficiency**, Process Optimization, Compliance & Documentation.

PROFESSIONAL EXPERIENCE

EDUCATIONAL COUNSELLOR | IQRA Education Hub

April 2019 – August 2025 (6 Years 5 Months)

- **Consultative Sales:** Managed and nurtured a large portfolio of prospective students and parents, providing expert counseling on diverse academic pathways for both domestic and **Study Abroad** admissions.
- **Revenue Generation:** Consistently **achieved or surpassed [X]%** of challenging monthly enrollment targets, driving significant revenue growth for the institution. (**Action: Insert your average achievement percentage here**)

- **Lead-to-Conversion Strategy:** Developed and executed targeted outreach strategies, including cold calling and facilitating high-impact promotional workshops, which generated and converted **good number of quality leads per month**.
- **Program Advocacy:** Streamlined the application process for complex Study Abroad requirements, resulting in enhanced student satisfaction.
- **Data Integrity:** Maintained precise tracking of all client interactions and application statuses within the CRM system, ensuring timely follow-up and accurate sales forecasting.

CUSTOMER CARE EXECUTIVE | Srijan International

August 2017 – March 2019 (1 Year 8 Months)

- Managed a **high volume of over 70 daily** customer inquiries and complaints, ensuring rapid, effective, and first-call resolution across multiple communication channels (phone, email).
- Contributed to service protocol enhancements by meticulously maintaining detailed client interaction records, directly supporting higher service quality scores.

BACKEND EXECUTIVE | Cognizant

August 2016 – Mid-August 2017 (1 Year 1 Month)

- Managed core administrative data processing, handling sensitive business information and consistently maintaining data accuracy above **99.9%** for critical operations.
- Provided indispensable back-office support, ensuring smooth data flow and enhanced operational efficiency across various company units.

EDUCATION & CERTIFICATION

Qualification	Institution	Completion Date
M.A. Public Administration	IGNOU	July 2017
B.A. (H) Political Science	University of Delhi	June 2015
NIELIT 'O' Level (IT Certification)	NIELIT	July 2012
Class XII	CBSE	May 2011
Class X	CBSE	May 2009

LEADERSHIP & ACADEMIC ACCOLADES

- **State-Level Public Speaking:** Awarded **2nd Prize (Silver Medal)** at the Delhi State Level Mock Parliamentary Debate Competition, demonstrating exceptional command and persuasive communication.
- **Competitive Debater:** Secured **1st Prize** in a College Debate Competition, showcasing superior articulation and the ability to negotiate and defend complex positions.
- **Academic Excellence:** Recognized as **College Topper** for two consecutive academic sessions (2012–13 and 2013–14), reflecting strong discipline and analytical prowess.

PERSONAL DETAILS

Date of Birth: 20/07/1993

Nationality: Indian

Interests: Reading Books, Writing Books, Travelling, Researching