

# Raksha Ramawat

Credential Evaluation | Research Proficiency | EdTech Operations | Student Counselling | Academic Advising  
Inside Sales | Ethical Decision-Making

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A Working Enthusiast with 6 years of experience in Education sector, guiding students through higher education admissions in the US and UK & handling operations.

Expertise in Academic advising, Admissions counseling, International Education Operations.

## CORE COMPETENCIES

- Academic Credential Evaluation
- Research Proficiency
- Database and CRM Management
- Knowledge of International Education System
- Student Guidance and Advising
- Attention to Detail
- Team Management
- Quality Standards/Checks
- Client Relationship
- Open to Travel

## TRAININGS/COURSES

Global Career Counselling Certification

## EDUCATION

- Master of Business Administration in HR with Marketing, Gitarattan International Business School, 2016 - 2018
- Bachelor of Commerce (Honors), Bharati College, 2011 - 2015

## TECHNICAL SKILLS

- MS Office and Google Sheets
- Jira Service Management
- Basecamp
- Confluence
- Lead Squared
- Frontapp
- Jira Cloud by Atlassian
- Zoho

## WORK EXPERIENCE

**EZ Scholar, Delhi, India | January 2024 - December 2024**

*Admissions Specialist*

*Key Responsibilities*

- Participated in various educational events, fairs and workshops of schools to promote the Study Abroad Opportunities.
- Contacted incoming leads and provide information about EZ Scholar's products.
- Managed effective communication with Clients and handled conversion activities ensuring the alignment with Company's Goals.
- Provided Support to Senior Counsellors with Research and Administrative Activities related to Student's Applications.
- Prepared presentations on various Universities in US & UK and explained to Parents & Students.
- Onboarded the new students to EZ Scholar's platform.
- Assisted students in aligning with the Professors for Research Papers.

**Apply Board, Gurgaon, India | May 2021 - October 2023**

*Implementation Officer, October 2022 - October 2023*

*Key Responsibilities*

- Conducted research on 20 new universities across the US, Canada, and the UK.
- Led the end-to-end process for implementing new partner institutions and ensuring a smooth adoption of Apply Board's platform.
- Conducted primary research to prepare A1 free sheets for New Partner School onboarding.
- Cultivated and maintained relationships with partner schools through diverse communication channels, including virtual and in-office meetings, email conversations, and training sessions, fostering strong and collaborative partnerships.

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Key Responsibilities

- Conducted in-depth research into existing partner schools programs admission requirements, meticulously building and curating a precise and regularly updated requirements database.
- Successfully managed databases for over 300 universities as an Education Credentials Specialist (ECS) at Apply board.
- Assess applications and evaluate Documents for UG and PG Programs.
- Responded promptly to requirements-related inquiries from various teams and departments, offering valuable insights and guidance.
- Proficient in detailed evaluation of diverse British curriculums, including International Baccalaureate, GCE/A-AS Level, GCSE, O level, Cambridge, and Pearson, showcasing a nuanced understanding of academic structures and grading systems, with a commitment to staying updated on industry standards through continuous research.
- Responded promptly to requirements-related inquiries from various teams and departments, offering valuable insights and guidance.
- Performed a thorough analysis of the consequences of inaccurate admission requirements, documenting valuable lessons learned to refine and enhance future processes.

**Imarticus Learning, Delhi, India | December 2019 - March 2021**

Career Consultant

- Successfully managed a high volume of student interactions, handling calls daily and providing counseling services, alongside an average of 10 daily walk-ins, contributing to a positive student experience at Imarticus Learning.
- Conducted in-depth research on various professional certification programs, including KPMG Financial Analysis Prodegree, Certification in Investment and Banking Operations, and Postgraduate courses in Data Analytics, showcasing a commitment to staying informed about industry trends and offerings.
- Conducted inquiries, effectively pitch various courses and programs, and emphasize the benefits of our MNC tie-ups in placements.
- Assisted prospective customers in selecting the most suitable program, guiding them through the registration process, and ensuring follow-up calls address their queries and align with their needs.
- Demonstrated dedicated sales performance, consistently meeting or surpassing assigned targets, involving outbound calls to support walk-in generation and drive business growth.

**Endeavor Careers Ltd, Delhi, India | August 2018 - August 2019**

Academic Advisor (Assistant Manager)

- Effectively converted walk-ins and course inquiries into enrollments, ensuring a seamless transition from inquiry to student joining. Key responsibilities include:
- Conducted regular and timely follow-ups with prospective students to address inquiries and provide necessary information.
- Met enrollment targets while maintaining a focus on the quality of enrollments, ensuring a positive and suitable match between students and courses.
- Provided timely and comprehensive reports to the supervisor, offering insights into enrollment trends and outcomes.

## REFERENCES

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Available Upon Request