

# RESUME

## MANPREET KAUR

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## CAREER OBJECTIVES

- I want to work for a company that will allow me to develop both professionally and personally.
- I look for demanding positions where I can put all of my abilities to work for the organization's success.
- I want to be successful in a setting that is both demanding and exciting, where I can grow and progress.
- I aim to succeed in this industry by working hard, being persistent, and being dedicated.
- I am looking for a very fulfilling job where I can apply my knowledge and abilities to advance both myself and the organization.
- I am looking for a job where I can apply my training and skills to help the business achieve its objectives and even go beyond them.
- In order to achieve both corporate and personal objectives, I want to thrive in a setting that values quality and progress.
- I am looking for a competitive and challenging environment where I can serve your organization and establish a career for myself.

## WORK EXPERIENCE

**Apr 2020 - Mar 2025**

**LA Language Academy**

**Administrative Head/Senior Counselor/HO Manager**

- Served as a Senior Counselor, delivered 4,000+ counseling sessions (national & international).
- Handled online, offline, inbound, and outbound counseling calls, guiding students toward academic and career success.
- Specialized in personalized educational guidance and enrollment recommendations based on student goals.
- Supervised and maintained the enrollment data across branches to ensure accuracy and consistency.
- Providing Portal subscription to both online & offline students and resolve onboarding issues.
- Planning and executing branch-wise sales strategies to boost admissions and meet targets.
- Frequently visited all branches, reporting key observations and improvements to upper management.
- Conducted random student feedback calls to gather insights for service enhancement.
- Training to all branch administrators, ensuring adherence to standardized enrollment procedures.
- Provided call response scripts and guidance to Admins, and randomly audited their counseling quality.
- Conducted interviews and recruitment for new administrative staff across branches; maintained a vacancy list in sync with HR.

Jan 2019 - Sept 2020

**TOWN GARNISH**

Office Coordinator

- Managed inventory and ensured timely availability.
- Improved communication flow within the office and between teams.
- Established and enforced internal office policies and procedures.
- Handled multiple responsibilities effectively through strong multitasking skills.
- Being organized and flexible.

## EDUCATION

**2011-2014**

**Asian Institute of Computer Science**

**Computer Science**

**Tanay Rizal, Philippines**

**2007-2011**

**St. Threase School**

**High School**

**Tanay Rizal, Philippines**

## **CERTIFICATIONS**

*Certificate in Tally course*

*Certification in Cisco (USA)*

## ✓ **Computer Skills**

**Microsoft Office Suite** (Word, Excel, PowerPoint)

**Google Workspace** (Docs, Sheets, Drive, Gmail)

**Email & Calendar Management** (Outlook, Gmail)

**CRM Software** (basic understanding)

**Video Conferencing Tools** (Zoom, Google Meet, Microsoft Teams)

Typing & Word Processing

Basic Systems Administration

Spreadsheet Creation & Data Entry

## ✓ LANGUAGES

English

Hindi

Punjabi

Filipino

## ✓ INTERESTS/HOBBIES

Reading books

Travelling

Cooking

Cycling

"I hereby declare that the information stated above is accurate to the best of my knowledge"

Manpreet Kaur