



SHALLU SHARMA

Counselling & Admissions(USA)

+918968953683

sharmashallu309@gmail.com

Ludhiana, Punjab

EDUCATION

Bachelor of Computer Applications

Punjab University
2015 - 2018

EXPERTISE

- Verbal and written Communication Skills
- Counselling and Advising
- Time Management
- Sales & Marketing
- Leadership Skills
- Customer Service
- Language Proficiency
- Counselling

LANGUAGE

English
Hindi
Punjabi

Experience

August 2022- Present

Company Name I M Square Media

Designation- Counselling & Admissions(USA)

- Proficient in providing comprehensive front-end guidance to students seeking educational opportunities in the United States.
- Proficient in facilitating the entire process, including document preparation specific to each university, managing application fees, facilitating the issuance and acceptance of offer letters, overseeing I-20 updates, coordinating SEVIS fee payments, guiding through the DS-160 visa application process.
- Providing outstanding customer service to students, their families and education providers throughout the process, including participating in planning activities to build student engagement, providing students with the right information about admissions, processes and qualification option in a way they can understand easily.
- Actively involved in assisting the team for achieving the student recruitment target for each intake.
- Developing and sustaining solid relationships with company stakeholders, recruiting partners and customers.

Experience

September 2020- August 2022

Company Name | Forevermark Diamonds

Designation- Manager-Sales & operation

- Proficient in managing diverse client interactions, including walk-ins, telephone enquiries, handling mails, managing reports.
- Collaborate with cross-functional teams to address customer needs and Worked closely with marketing, product development, and other departments to ensure alignment.
- Monitored and managed the sales budget to ensure financial targets are met.
- Efficient in understanding customer needs and recommend products or services that meet those needs and always Initiate contact with potential customers and build relationships.

June 2018- January 2020

Company Name | Harley Davidson

Designation- Senior Sales Executive

- Proficient in managing diverse client interactions, including walk-ins, telephone enquiries, handling mails, managing reports.
- Efficient in handling foreign clients on daily basis and provide them guidance to customized their Harley bikes in a modern way by using different kind of accessories available in the market.
- Always built positive relationship with the clients by providing them excellent support.
- Efficient in maintaining daily, weekly and monthly sales report.