



## KM. MONIKA

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### Objective

To obtain a management position, in which I am given the opportunity to play a direct role in the unlimited growth and success of solid organization.

### Education

- **Board of High School and Intermediate Education U.P.** 2009  
High School Examination.
- **Board of High School and Intermediate Education U.P.** 2011  
Senior Secondary Examination.
- **Chaudhary Charan Singh University, Meerut.** 2014  
Batchelor of Arts.
- **Chaudhary Charan Singh University, Meerut.** 2016  
Masters of Arts in Education.
- **SCL Institute of Computer Science & Research.** 2011  
Certification in Computer.
- **Maharshi Dayanand Early Childhood Care & Education, New Delhi.** 2016  
Nursery Teacher Training Course

### Experience

- **Ramdas Hira Devi High School, Aurangabad, Distt-Bulandshehr (UP).** 2013 - 2015  
Teacher  
Area of work involved to teach students upto 10th Class and maintained their record in Attendance Register, Making question papers for examination and to complete any other additional work/task given by principal.
- **Grey Matters** 07.11.2017 - 10.10.2020  
Counselor  
\* Responsibility to sale the Company's Products by giving Counseling to the walk-in academic enquiries. Keep regulr updating with the product's knowledge.  
\* Take Care of Student Attendance and Strong Follow Up on Absenteeism as well as take care of the Hospitality on the floor also.  
\* Take Strong follow-ups on walk-in enquiries and convert the same in the Final Sale.  
\* Receiving new/pending fees from the students and Maintained proper fee record and deposit in the bank.  
\* To prepare miscellaneous branch's reports and send to the head.  
\* To prepare personnel and branch's Daily Report and send to the head.
- **Western Overseas Study Abroad Pvt. Ltd.** 12.10.2020 - till date  
Operation Auditor (Academy)  
Joined the WOSA family on October-2020 as a "**Admission Executive**". The duties and responsibilities of the same are as under:  
\* Responsibility to sale the Company's Products by giving Counseling to the walk-in academic enquiries. Keep regulr updating with the product's knowledge.  
\* Responsible for conducting the operational duties i.e. Database/CRM Management, Date Seeding & Bifurcations, Inventory & Stock Management.  
\* Sync with the vision and long-term, short-term plans of the organization, as-well-as to work in coordination with the Reporting Manager and concerned parallel department.  
\* Preparation of the Events, Seminars, PTMs and Floor Coordination on the event day.

- \* Take Care of Student Attendance and Strong Follow Up on Absenteeism as well as take care of the Hospitality on the floor also.
- \* Preparation of Mock Test Results and declaration of the same in given time.
- \* To coordinate with exam boards (IDP, BC & Pearson) and make regular updations. Further, to attend the Training Sessions/Meetings lead by department heads and managers.
- \* Take Strong follow-ups on walk-in enquiries and convert the same in the Final Sale.
- \*Accountable for Student fee record and Database Management.
- \*To deal with all Complaints & Grievances and send 'Daily Report' to all the concerned Department Heads and Managers.
- \*To provide input to Quality and Compliance related projects and initiatives.

## Promotion

- **Promoted to Team Leader (Sales) On November-2021.**

The duties and responsibilities of the "**Team Leader (Sales)**" are as under:

- \* Responsibility to sale the Company's Products by giving Counseling to the walk-in academic enquiries. Keep regular updating with the product's knowledge.
- \* Responsible for conducting the operational duties i.e. Database/CRM Management, Date Seeding & Bifurcations, Inventory & Stock Management.
- \*Sync with the vision and long-term, short-term plans of the organization, as-well-as to work in coordination with the Reporting Manager and concerned parallel department.
- \*Preparation of the Events, Seminars, PTMs and Floor Coordination on the event day.
- \* Take Care of Student Attendance and Strong Follow Up on Absenteeism as well as take care of the Hospitality on the floor also.
- \* Preparation of Mock Test Results and declaration of the same in given time.
- \* To coordinate with exam boards (IDP, BC & Pearson) and make regular updations. Further, to attend the Training Sessions/Meetings lead by department heads and managers.
- \* Take Strong follow-ups on walk-in enquiries and convert the same in the Final Sale.
- \*Accountable for Student fee record and Database Management.
- \*To deal with all Complaints & Grievances and send 'Daily Report' to all the concerned Department Heads and Managers.
- \*To provide input to Quality and Compliance related projects and initiatives.

- **Promoted to Operations Auditor (Academy) on February-2023.**

The duties and responsibilities of the "**Operations Auditor (Academy)**" are as under:

- \* To deal with all 11 Branches in Punjab, Haryana, Chandigarh, Delhi and Indore.
- \* To keep regular updating with the product knowledge.
- \* Responsible for conducting the operational duties i.e. Database/CRM Management, Date Seeding & Bifurcations.
- \*Sync with the vision and long-term, short-term plans of the organization.
- \* To assign PTE Student's Homework in Google Classroom
- \* To work in coordination with the Reporting Manager and concerned parallel department.
- \* Preparation of the Events, Seminars, PTMs and Floor Coordination on the event day.
- \* Take care of the Hospitality/hygiene on the floor.
- \* To ensure that the COVID Protocols are followed strictly on the Floor of all Branches.
- \* Take Care of Student Attendance and Strong Follow Up on Absenteeism the same day.
- \* In-charge Mock Test Results preparation and declaration of the same in given time of all Branches.
- \* To attend the Training Sessions/Meetings lead by department heads and managers which not be limited upto working hours.
- \* To coordinate with examination board and make regular updations.
- \* Take Strong follow-ups of the successful candidates & arrange for felicitations, **Google/Facebook review** of all Branches.
- \* Accountable for Student Fee Record, Pending Fee Collection and Database Management of the same.
- \* Attending meetings as required and being an active and supportive member of the company.
- \* Worked as an Initiative Taker for the new advancements

\* To deal with all Complaints & Grievances and send 'Daily Report' to all the concerned Department Heads and Managers.

\* Updating and maintaining accurate student records about fees, mock test results, exam booking and exam results of all branches.

\* To send detailed Daily reports to all the concerned department heads and Managers.

\* To ensure to revert the official mails & other communications within a defined time which shouldn't be more than 15-20 mins in working hours.

\* To provide input to Quality and Compliance related projects and initiatives.

\* Traveling to other branches for Audits and Performance Evaluations.

\* Responsible for conducting training sessions & taking tests on a regular basis. \* Responsible for training sessions for best team growth.

\* To take care of the newly hired team members & assist in providing on job training to them.

\* Traveling to other venues for the events including but not limited to Reality Tests, Seminars and Workshops.

\* Responsible for compiling my own Daily Report and emailing the concerned Head of Department, Manager and CEO and MD on a daily basis.

\* Collating, checking & analysing all spread sheet data.

\* Auditing daily attendance of students (Online/Offline) of all Branches.

\* Absentee calling & cross checking for all branches.

\* ID card/yellow card issuance of all branches.

\* Auditing dropouts of all branches and Cross checking & reporting testimonials of successful student's data of all branches.

\* Responsible of Auditing Pending Fees. \* \* Also to perform other related duties assigned by the Management.

\* It is imperative to share the company's official update i.e. Seminar, Reality Tests, Expo, etc. on personal social media as the success of our events also depend on our participation.

\* Should work as an Initiative Taker for the new advancements.

\* To also ensure that Company HR policies and procedures are implemented, so that staff performance is managed appropriately and in a way that is consistent with the expectations of the company and that fair workload allocation processes are in place where all staff have access to the necessary support to enable them to contribute fully and develop their skills and experience.

## Achievements & Awards

- \* Awarded by the "Trophy" for Best Performance in Annual Meet held on December-2021.
- \* Awarded by the "Certificate of Appreciation" in recognition of dedicated efforts towards the company at Annual Meet held on December-2022.

## Skills

- \* Sales/Operations.
- \* Exam Booking (IELTS/PTE).
- \* Handel Trackers (Exam Booking & Attendance)
- \* Stock Management.
- \* Academy Induction.
- \* To arrange for felicitations, Google & Facebook review of the company.
- \* Team Building.
- \* Problem Solving and Decision Making.
- \* MS Office (Word, Excel etc.).
- \* Internet surfing, e-mailing, etc.

## Language

- English
- Hindi