

# PALAK MAAN

## IMMIGRATION COUNSELOR

### CONTACT

☎ +91-7657-846169

✉ palakmaan43@gmail.com

📍 Mohalla Malkana  
Amritsar road, Kapurthala  
Punjab, 144601

### SKILLS

- Front Desk Manager
- Store Manager
- Scheduling Daily Tasks
- Record Keeping
- Customer support & query resolution
- Supply management
- Cashier Skills

### LANGUAGES

- Punjabi – Native Proficiency
- Hindi – Fluent
- English – Proficient

### PERSONAL INFORMATION

- **Father's Name:** Sakil Kumar
- **Date of Birth:** 1st August 2005
- **Gender:** Female
- **Nationality:** Indian
- **Hobbies:** Reading Books

### PROFILE SUMMARY

Motivated and detail-oriented professional with 8 months of experience as a receptionist, skilled in front-desk operations, customer handling, and administrative support. Proficient in managing calls, appointments, and maintaining a welcoming environment for clients and visitors. Additionally, have 6 months of hands-on experience as an immigration counselor and telecaller, guiding clients through visa processes and documentation. Strong communication skills with a customer-first attitude and ability to handle high-pressure situations effectively.

### WORK EXPERIENCE

#### **BOSS International - Immigration Counselor & Telecaller (3 months)**

Worked as an immigration counselor and telecaller, guiding clients through various visa application processes with accuracy and professionalism. Handled inbound and outbound calls, scheduled appointments, and provided detailed information regarding immigration services. Maintained client records and followed up regularly to ensure smooth documentation and timely submissions.

#### **New Direction Group - Receptionist (8 months)**

Managed the front desk and served as the first point of contact for all visitors, ensuring a warm and professional welcome. Handled a high volume of incoming calls, transferred them appropriately, and maintained visitor logs and appointment schedules.

### EDUCATION

#### **Secondary Education (CBSE) | 2022**

- Oliver Public School, Kapurthala  
Secured 78% in board examination

#### **Senior Secondary Education (CBSE) | 2024**

- Sacred Heart Convent School, Kapurthala  
Secured 84% in board examination

#### **Basic Computer Certification**

- MSD Group of Institutes  
Completed a foundational course covering essential computer skills and applications