**ChandanVatsyayan**

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**OBJECTIVE**

To pursue my career to best utilize my potential and knowledge in the interest of the organization I serve and enhance my capabilities by continuous learning and experience.

**ACADEMIC QUALIFICATION**

Science Graduate, B.Sc (Hons.) from LNMU, Darbhanga (2004), scoring 67%

Major: Zoology,

Subsidiary: Chemistry, Botany

12th (CBSE) from Indian School of Learning, Dhanbad

10th (CBSE) from Indian School of Learning, Dhanbad

I was preparing for Bank P.O examination during June 2004 - June 2006. Was teaching reasoning to students preparing for SSC and Bank P.O at my own place at Ratlam.

**WORK EXPERIENCE**

1. Worked with **Convergys India Services Pvt. Ltd.** From 28-Aug-2006 till 31-Jul-2008 as a Customer Care Associate.

Was hired for a financial hardcore selling process and was responsible for resolving credit card related issues coupled with selling of financial products.

Acted as a mentor for my team and helped New Hires understand the process and sales pitches. I was responsible for preparing sales pitches for the team.

**ACHIEVEMENTS:**

Was one of the best sellers of financial products

Won the contest organized for Sales in January 2008

Was excellent at C-Sat, was the top ranker in April 2008

1. Worked with **TCS-E-Serve** from 7-Apr-2009 till Jan-2010 as a Claim Analyst for a car rental company **Avis Budget Group** (soft collections).

I was responsible for working on US Car Rental Claims (for ABG Group), doing proper analysis, billing, regular follow-up, and sending documents and communicating with renters, Insurance Carriers via emails, faxes.

I was also responsible for taking escalated calls, conducting training sessions for the New Hires to help them understand the process and acted as a support to my unit manager. I brought up certain recommendations to improve the process, thereby contributed in smooth sailing of the mentioned process.

Owing to my good writing skills, I was given the responsibility to handle emails (specifically) along with the aforesaid set of responsibilities.

1. Worked with **Aon Hewitt** (formerly Hewitt Associates) as a Content Editor and Writer (Team Developer) from 10-Feb-2011 till 02-Dec-2014. I was Trained in Defined Benefits (pension plans).

**Job profile:**

To edit, write and prepare content and training materials for Onshore Clients handling the pension plans for the domains: DB (Defined Benefits), HW (Health & Welfare) and DC (Defined Contribution).

Additional responsibilities:

1. Conducting Weekly Training Sessions for team members, sharing process related updates.
2. Monitoring quality for team members (individually) and providing feedback.
3. Maintaining TAT and ensuring no escalations are raised.

**ACHIEVEMENTS**:

Was awarded Importu Recognition during my tenure and client appreciation emails for my outstanding contribution.

1. Worked as a Team Lead with **CCE UPES (University of Petroleum and Energy Studies)** from 09-Feb-2016 till 11-July-2016.

 **Core Responsibilities:**

1. To manage a team of 10 **education counselors.**
2. To handle the Outbound Sales Campaign (from Lead distribution till the closure of leads)
3. To recruit people for counseling and train them (recruitment and product training).
4. To do the data analysis for the drive and monitor team performance.
5. To do the daily reporting and sales forecasting for the week.
6. To achieve weekly target.
7. To counsel students on 4 Domain Specific MBA programs and work on leads as and when required.

**ACHIEVEMENT:**

Met the target for April Drive (3.26%, the target was 3%).

5. Worked with Chanakya IAS Academy from 05-Sep-2016 till 19-Dec-2018 as a career counselor.

Responsibilities.

A. Handling walk-ins and telephonic calls (detailed counseling)

B. Working on Leads generated through different sources

C. Post enquiry follow up with the students (direct walk-ins, leads and telephonic)

D. Coordinating with Academics for student related concerns

E. Daily reporting (walk-ins, telephonic calls and Leads)

F. Fee collection and maintaining the installment data of the students

G. Timely reminders to students whose installments are due

H. Putting in best efforts to maximize the number of admissions for monthly batches.

I. Branch coordination if students want transfer and completing transfer formalities.

J. Participating in seminars and following up with the students for admissions.

I was sent on deputation for a month as a Trainer to train a new counselor and manage the Hazaribag center in the peak season (in June 2017), which, noticeably, was an outcome of my good performance (as observed and appreciated by the institution.)

6. Worked with Infra Test Investigation and Research Center, Roorkee, as a Senior Client Coordinator (Sales and Marketing) from 26-Dec-2018 till 30-Nov-2019.

Responsibilities:

A. Liasioning with AEs and EEs to promote the Lab and grab the sample collection opportunities.

B. Liasioning with contractors for third party quality testing of materials.

C. Site visits along with the technical team members to check the quality of samples in the presence of contractors, AEs and EEs.

D. Sample collection from designated and assigned areas like Tihri, Pauri, srinagar, Narendra Nagar, Kirti Nagar, Gairsain, Chamba, Rudra Prayag, etc.

E. Core cutting in the mentioned areas and handing over the measurements of BM and BC bituminous Layers to AEs and EEs.

F. Collection of other samples along with Core (Sand, Aggregate, Cement, etc.) from the under construction sites.

G. Handing over the samples to Quality Team to prepare the Test Report.

H. Preparing project report and achieving monthly sales target.

7. Worked with Imarticus Learning as a Senior Analyst from 11-Dec-2019 till 6 Feb-2020.

Responsibilities:

A. Making calls to students and working professionals to explain the Investment Banking and Financial Analysis courses.

B. Drive Walk-ins to the center and arrange face to face counselling sessions with the branch head and the admission manager.

C. Dialing close to 80 calls per day and maintaing the call records and conversations in CRM.

D. Daily reporting.

E. Meeting the revenue and walk-in target.

**Extra Curricular Activities:**

I participated in writing competitions at school and college level. Was awarded 1st prize in 2004 at district level competition by the then District Magistrate.

**Personal Details:**

* Father’s Name: Lt. Dilip K. Jha
* Date of Birth: 29-06-1980
* Nationality: Indian
* Sex: Male
* Marital Status: Married
* Linguistic Ability: English, Hindi

**HOBBIES**

Like writing articles, poetry, playing chess.

I, ChandanVatsyayan, hereby declare that the details furnished above are true to the Best of my Knowledge and belief.

PLACE: New Delhi

DATE: Chandan Vatsyayan