**Curriculum Vitae**

**Teena Jhawar**

  **53,GumastaNagar,Indore.C-9300440700/H-9301933865.E-Mail:teena\_jhawaryahoo.com.**

**Summary**

 Solutions-oriented, skilled professional with nearly experience of 18 years & had a diverse background in management, public relations & customer service. Strong communication skills, positive approach & Dedicated to offering excellent client service and producing operational and procedural improvements. With a track record of handling a broad sort of customer service issues quickly and efficiently.

**Accomplishment**

Played an instrumental part in increasing customer satisfaction ratings index from 30% to 96% & **PI** from 10% to 80%within 1 years as **QAMCC**.Termed as 'Asset' for organization by Client in TP.

**Highlights**

 Client relations specialist Scheduling

 Deadline-oriented Team management

 Strong Communication & convincing skills Focused on customer satisfaction

 Skilled Multi-Tasker Training and development

**Professional Experience**

**Student Coordinator & Public Relation officer 02/2018 to 01/2021**

**JD Institute of Fashion Technology Indore**

Establish &Maintain working relationship with other faculty, program advisor and various campus administrators.

Maintain Healthy relations with Students & parents, provides on- time support to them on their issues &

 Satisfying them with resolutions.

Counseling and convincing enquires to convert in admission. One to one counseling sessions. Follow ups.

Performs all the activities related to Student scholarships. Filling up forms, handling scholarship portal,

 Submission of forms & other collectrate activities.

Media Management – updating activities and event pictures on social media with write-ups.

 Generating enquires through social media platforms, worked for getting positive reviews and responses.

Arranged additional workshops with outsource faculties for better exposure to students.

Feed Back management – Collecting timely Feedbacks from students and providing to management for smooth

 functioning of organization. Acted as a chain between Student & Management.

Create and maintained all the data’s related to students performance and academic records.

Fees collections, reminder settings for dues & maintaing all data related to that.

Planning and organizing various Events, activities for student recreations.

Negotiations with different vendors & service providers.

Monitoring program participation and make sure student make successful progress.

Ensuring Campus placement activities by contacting various companies

Prepared written communication required documents such as agreements, University correspondence,

 Corporate communication, Information & Disciplinary letters, Legal & Government communication documents,

Recommended plans and ways for getting more enquiries, Admissions & maintaining healthy Environment.

Support the Academic Advisor for classes Scheduling, developing &maintaining overall academic plans.

Performs other essential functions, which is assigned by Management.

**Student Coordinator & Public Relation officer 11/2013 to 12/2014**

**Virtual Voyage college of Media & Design Indore**

Facilitate all the activities related to Public relations, Performed various management related activities

Done Invigilation, other required work.

Dealing with enquiries to convert in AdmissionOne to one counseling sessions. Follow ups

 Pre and Post Calling for admissions. Other required callings for data improvement, information.

Prepared & Maintained all required reports and records. Prepared Educational PPT’s for students education.

**Quality Assistant Manager Call Center 08/2007 to 10/2009**

 **Tele Performance India Pvt Ltd (Airtel Custmer Care) Indore**

Joined as **AMCC** and promoted to **AMQA** in 18 days. Head of the **Ice** and **CSAT No calling** dept.

Provided a high level of product and leadership support to Operations, Quality dept & Client

Hiring & training of new quality CSR.Owned team productivity metrics.

Developed and implemented policies, process improvement initiatives to improve retention rates.

Keeping eye on performances-Auditing and analyzing calls. Tracking the problem & their solutions

Developed rapport with the customer base by taking training sessions. Performance feedback's.

Preparation of various training modules and Quality check. Recommended changes to existing methods

Arranged and taken various Call calibration sessions to fill the gap among Quality, Training & Ops.

Generated DPR,WPR,QPR reports for appropriate personnel. Lead On and off-site support to teams

Worked under strict deadlines and responded to service requests and emergency call-outs.

Routinely prepared and evaluated CRM reports to identify problems and areas for improvement.

Providing training-regarding product, ice scores, and quality scores. Addressed to negative feedbacks immediately.

Represented the Dept in various **MBR, QBR** & **Reviews**. Done **QA, AMCC AUDITS**.

**Floor In charge 09/2003 to 08/2007**

**Punjab Jewelers** **Indore**

Excellent sales track record in Gold & Diamond sales. Head of the Diamond section for 3 years. .

Client Management. Employee Management, Customer Retention.

Various reporting’s, Purchasing & order acknowledgements to appropriate personnel.

Recommended changes to existing methods to increase accuracy, efficiency and responsiveness of CSD.

Analyzed customer needs volume potential, discounting. Store Display- Routine layout, Festive season.

**Academic Coordinator 07/1999 to 07/2003**

**NIIT Computers education & VISION Institute Kota**  **Indore**

counseling sessions, Admission process, Reporting’s, collections, class scheduling, Tele callings.

**Educational Credentials**

 **Master of Business Administration** with specialization in Marketing Management in **2004.**

**Bachelor of Commerce in 2001** from Gujrati College 68%**.**

**Coursework in Marketing, Business Management and Communications. Attended CRM trainings**

**Computer Literacy**: Dos,Windows,M.S –Office & Internet.

**Additional information**

Represented MP in the competition of shooting and achieve 2nd position at TSC in Delhi.

NCC certificate: B, C Certificate’s holder. Leaded MP Scout in TSC. Gold medalist

Achieved First Position in inter College Debate competition in 2001.

 Member Of College Talent Committee: Dance, Dramas, Debates (DAVV), and G.D.

**Personal Information:** Date of Birth: 13/08/1983

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