# Manpreet Heer

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**Career Objective:**

Seeking for a job opportunity contributing to make the social surroundings safe and improve living standards not just in terms of finance but also health.

**Work Experience:**

**Organization : Sacred Heart Convent School, Sri Ganganagar, Rajasthan.**

From : July 2018 – Till Date

Reporting To : Principal/ Management

Designation **:** Office Co-coordinator/ Assistant

 : Substitute Teacher, Primary and Elementary School

**Job Profile:**

* Managing/Updating Documents and Records
* Attending parents with queries and issues
* Execute steps to maintain discipline in school.
* Updating Staff members regarding any temporary or permanent changes in duties.
* Assisting primary students as Substitution teacher at the need of the hour (Any subject).
* Acted as counselor/ to students in difficult times for the child.

**Organization : Nirman Ielts and Abroad Services, Sri Ganganagar, Rajasthan.**

From : Dec 2015 – Jun 2018(Full Time)

 Jul 2018 – Till Date(Part Time)

Reporting To : Center Head/CFO/CEO

Designation **:** Office Coordinator/ Student Counsellor/IELTS Trainer

**Job Profile:**

* Evaluating the student's profile, financial background and other areas in a brief session with the student.
* Guiding students with the courses in accordance to their subjects and interests and make them aware about other career options if any.
* Training students for IELTS.
* Selecting College or University according to the students interest and check for the scholarship availability.
* Assisting the child with admission process from preparing the required documents to applying Student Visa.
* Maintaining all the different documents required to apply for Visa of a successful candidate.
* Financial Aid or Loan availability check.
* Preparing Statement Of Purpose (SOP).
* Updating students with their profile progress.
* Making the candidate and his guardians aware of any changes that they are required to know regarding immigration policies and other updates.

**Organization : Bank of America Continumm Solution (BACS)**

From : 11th August 2008 – 1st October 2012

# Reporting To : Manager

Designation : Sr. Team Member

**Job profile** :

* Assisted employees with all kind of queries, setup and updations regarding trainings.
* Course creations as per the training requirement.
* Employee training calendar updation.

# Organization : Worked with Keane Inc.

# From : 13th Sep’06 – 23rd Mar’07 Designation : Recruiter (Sr. Associate)

Reporting To : Manager, Asst Manager and Team Leader

**Job profile:**

* Retrieving information of potential candidates based on opportunities availabale.
* Posting openings on job boards via Internet.
* Processing information into internal database.
* Responsible for executing daily goals (calls, contacts, interviews)
* Responsible for searching and providing qualified candidates.
* Maintain and manage client accounts.
* Updated existing and created new database of candidates and clients.

# Organization : Worked with Dell International Services, Punjab

# From : 10th May’05 – 27th Aug’06

Designation : Sr. Tech Support Executive

Reporting To : Team Lead – Operations.

**Job Profile:** Taking inbound technical calls in regards to Technical Information. Coaching sessions, ensuring consistent quality throughout and promoting the use of clarification tracker and then searching relevant knowledge base articles in support of the answer, so that training / quality can close the queries quickly.

* Handling conference calls and client interactions regarding clarifications and process improvements.
* Monitoring the process flow and identifying and implementing digitization and improvements. Identifying the key areas of concern that result in non-value added efforts in the process. Liaisoning with System Support Team for making the required system changes and to build in checks within the system.
* Handling Customer Satisfaction Analysis (Customer Verbatim, Customer Complaints, Coaching Sessions, Survey Reports).
* Assisting in chalking out the training programs, preparing training plans (targeted & actual), imparting segmented process training / refresher training. Collecting Training Feedback Data and analyzing the same to preset metrics.

# Organization : Worked with IDS Infosys Ltd.

# From : 11th Jun’04 – 26th May’05

# Designation : Senior Contact Associate

# Reporting To : Team Manager - Operations

**Job profile:** Looking after B2B and B2C campaigns for US and UK. Also worked in IDS as part of Business Development Team for Medical Transcription and Insurance.

**Professional Qualification:**

* 1 Year ACSE from Aptech, Sri Ganga Nagar, Rajasthan.

**Educational Qualification:**

* B.A - Punjab University (2004)
* Senior Secondary - Ajmer Board (1999 )
* Higher Secondary – CBSE (1996)

**Other Information:**

Gender : Female

Marital Status : Single Mother

Children : Daughter (10), Son(7)

Language Skills : English, Hindi, & Punjabi

Hobbies : Listening, Reading books towards better living and improving life.