** HARDEEP KAUR**

 **Address:**VPO Sudhar, Patti dhaliwal

 Dist Ludhiana, Tehsil Raikot

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| **OBJECTIVE** | To work effectively and efficiently for a reputed organization where the full capitalization of my talent and potential can be realized. I aim to fully utilize my capabilities in team work and on individual front while significantly making contribution towards the growth of organization. |

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| **WORKEXPERIENCE****7 years**  | **COMPANY NAME JOINING DATE- LEAVEING DATE** **VISION GROUP (Immigration company) 06/07/2013 – till date**Responsibilities as **OPERATION HEAD*** Responsible to process all cases on same day if documents are complete. If incomplete then within 48 hours of enrollment case should be processed.
* AIP update to companies, defer process and online registration of student
* Offer letter status, payment status of offer letter.
* visa update to company from whom it was applied
* Responsible to process all refund within 48 hours.
* Update on colleges, universities, newsletter, and visa process to team through email.
* Arrange webinar and training session for team.
* Follow up with team regarding everyday work.
* Resolve client issues
* Daily basis discussion, reporting 2 times a day from team.
* Handling 6 team members
* Managing the operation work
* Supervise activities of all staff; provide clear direction and establish effective feedback systems to and from team members.
* Create an environment conducive to teamwork by fostering team problem-solving and decision-making processes.
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| **EDUCATION** | **Examination/ Degree University/Board Year of Passing %Age** 10TH PSEB 2005 59%  12TH PSEB 2007 55% B. A. PU 2011 52% |
| **PROFESSIONAL QUALIFICATION** | **Course University/Institute Year of Passing %Age**Diploma of computer application GURMAT BHAWAN 2009 A+M.B.A PTU 2013 75% |

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| **SPECIALISATION** | MAJOR – HRMINOR- FINANCE |
| **ACHIEVEMENT** | * Went to Delhi, Shimla and Moga for business meetings and seminars.
* Promotion: - I promote Operation executive to Sr. operation executive and Now I am promoted as Operation head
* Salary increment every Six month due to good performance and good behaviour.
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| **HOBBIES AND INTEREST** | * Listening to Music.
* Talk with elders.
* Play with children
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| **PERSONAL STRENGTH** | * Dedication Leadership quality
* Dedication Goal oriented
* Effective communication skills
* Efficient Management skills
* Good convincing power
* Team player & team leader
* Good interpersonal skills
* Problem solving skills
* Can work under pressure
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| **PERSONAL DETAILS** | Name HardeepKaur  Date of Birth 24-10-1989 Father’s Name S. Mohan Singh Mother Name PritamKaur Marital Status Married Gender Female Nationality Indian Linguistic English, Hindi, Punjabi |

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| **SELF APPRAISAL** | I am confident of my abilities and full of enterprise and initiative. I am Responsible, can work for hours and love to work in a team. I have a positive attitude towards work and life.  |

 **HARDEEP KAUR**