

# Er. Prabhjot Kaur Dhiman

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## Professional Objective

To utilize my inherent talent, capabilities and dedication in the task assigned to bring out magnificent results.

## Professional Summary

I'm truly passionate and enjoy all aspects of work. I'm a creative thinker and like to explore alternative solutions to problems. I worked for TCY Learning Solutions Pvt Ltd. I have done an MBA in Finance and Marketing and a B.Tech in Electronics and Communication engineering from Punjab Technical University.

## Work History

### March 2017- May 2018

#### Business Development Executive | TCY Learning Solutions Pvt Ltd | Ludhiana, Punjab

- Identifying new sales leads
- Achieving Sales Targets through inbound, outbound calls and website chatting platform.
- Responsible to manage interface of students to gain customer satisfaction.
- Proactive handling of leads generated.
- Handling customer query to gain high customer satisfaction.

### August 2017- March 2018

#### Network Operations Executive | TCY Learning Solutions Pvt LTD | Ludhiana, Punjab

- Rendering complete operational support to the network.
- Ensuring compliance to company policies and procedures at the partner end.
- Effective training to various stake holders within the complete network.
- Effective interface with partners to ensure the profitability of the ventures.
- Grievance handling, providing resolution to the same within stipulated time.
- Managing / Interface with Network Support Forum team to drive customer satisfaction, partner satisfaction & compliance.

### June 2016- July 2016

#### Intern | Vardhman Nisshinbo Garments Limited | Ludhiana, Punjab

- Collect, analyze and summarize account information
- Reconciliation of supplier, vendor accounts.

## Education

### MBA: Marketing and Finance (PTU) with 6 CGPA in 2017

#### Guru Nanak Dev Engineering College, Ludhiana, Punjab

- Member of college Basketball team
- Student member of Ludhiana Management Association
- Member of PFA Club
- Member of ISTE Club

### B.Tech: Electronics and Communication (PTU) with 7 CGPA in 2015

#### Gulzar Group of Institutes, Ludhiana, Punjab

- Student member of Organizing Committee of College Technical festival (Robomania)
- Participated in various Cultural and Technical fests.

### Class 12<sup>th</sup>, CBSE with 6.4 CGPA

#### Kendriya Vidyalaya No. 23 B.R.D, Chandigarh

- Subjects chosen Mathematics, Chemistry, Physics, English, Hindi and Physical Education

### Class 10<sup>th</sup>, CBSE with 7.3 CGPA

## Air Force School 3 B.R.D, Chandigarh

- Won various prizes in sports events (Slow cycling, Handball, Shot put) and in various Fine Arts competitions (Drawing, painting and Poster Making) at school level.

## Industrial Trainings

- **C-DAC Mohali, Punjab**  
**Six month Industrial Training**  
Embedded Systems: Programming and Interface of 8051, AVR, PIC & ARM.
- **Netmax Technologies Pvt ltd, Ludhiana, Punjab**  
**Six weeks Industrial Training**  
Embedded Systems Design with MCS-51

## Competitive Examinations

- **AIEEE**  
Scored 25th position with 160 marks at State level and 1193 at all India level for B.Arch/B.Planning Course.
- **MAT**  
Scored overall 74.26 percentile

## Achievements/ Extra-Curricular Participation

- Won the first prize in Street Painting in ANUBHAV 2011 at GGI.
- Won the second prize in T-Shirt Painting in ANUBHAV 2011 at GGI.
- Won the second prize in Rangoli in ANUBHAV 2011 at GGI.
- Won first prize in Rangoli in COLORS 2013 at GGI.
- Won first prize in Street Painting in COLORS 2013 at GGI.
- Worked with member of organizing committee of event ROBOMANIA 2013 at GGI.
- Won second prize in Poster Making in I.K GUJRAL PTU INTER-COLLEGE ZONAL CULTURAL FESTIVAL 2015.
- Won Second prize in Poster Making in PARWAAZ 2016 in University Business School, Ludhiana.
- Won Third prize in Folk Dance in Genesis 2016 in GNDEC.
- Won Second position in Basketball in I.K Gujral PTU Inter-College Basketball Championship 2016.
- Won Gold medal in TCY Badminton League in 2018.

## Skills

- MS Office
- Embedded Systems
- HTML
- Customer Relationship Management
- Event Management
- User interface understanding
- Team leadership
- Problem Solving
- Multitasking
- Teamwork
- Self-motivated

## Profile

**Father's Name:** Late Sgt Harjinder Singh

**Mother's Name:** Smt Sukhwinder Kaur

**Date of Birth:** 02/08/1991

**Marital Status:** unmarried

**Languages:** English, Hindi and Punjabi.

**Permanent Address:** House Number- 396, St no. 4, Bachitter Nagar, Ludhiana