

# PRIYANKA MAHAJAN

Team Leader- Operations

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## SUMMARY

As a dynamic Operation Manager, I orchestrate success by expertly managing our talented team, fostering robust relationships with agents and direct students, and providing comprehensive support throughout the student journey—from initial inquiry to post-visa guidance. My mission is to carve out a distinguished career path that fully harnesses my exceptional interpersonal skills, relentless ambition, and innovative creativity. I am driven to generate transformative success for our firm, nurture the growth of our team members, and achieve personal excellence, all while steadfastly upholding the pillars of integrity and a tenacious work ethic. In this pivotal role, I aim to be the catalyst that propels our organization to new heights, creating a legacy of achievement and positive impact in the education sector.

## EXPERIENCE

### Immigration Manager Operations(Canada Study Visa)

Caned Consultants

Remote

12/2022 - Present

- Forge Strategic B2B Partnerships across North India
- Boost Direct Student Recruitment via Targeted Social Media Campaigns
- Host Engaging Live Sessions on our Social Platforms
- Master the Complete Student Journey: From Profile Assessment to Visa Application
- Canada Education Expert: In-depth Knowledge of Colleges, Universities, and Programs
- Lead and Mentor a Dynamic Team: 2 Counselors and a Filing Specialist
- Conduct Training Sessions with Agents for B2B Recruitment
- Ensure Meticulous Student Record Management in Specialized Software
- Play a Key Role in Talent Acquisition: Participate in Employee Hiring Process
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### Assistant manager

Career launcher ltd

New Delhi

01/2021 - 2022

- Provide the complete product training to the new Employees (Lead squared, CL's official portal)
- Take care of agent's salaries and incentive clearance
- Conduct internal team interviews
- Handling Batch enrollment, Students portal and post enrollment enquiries
- Responsible for data distributions Records, maintaining Number of enrollment reports Daily, Weekly, Monthly
- Post sales queries of the students and parents through mail call and walk-in
- Responsible for all fee-waiver related queries and reports

### Team Leader- Operations

Career launcher ltd

New Delhi

01/2016 - 01/2021

- Maintain accurate and complete student's records in software
- A result-oriented professional with over 4 years of experience in Sales, career counseling, and Team Management and Operations (Batch Management)
- Composed effective Team Leader and consistently maintained Customers Record and help them to enroll into the batches
- Individually responsible for post sales queries and students portal
- A flexible worker with Good problem-solving skills to prove an asset to any organization
- Meeting monthly sales targets
- Helping students with post sales queries

### Business Development Executive

Serendipity Info labs Pvt. Ltd

Chandigarh

01/2014 - 01/2016

- Connects drivers to Taxi for sure service provides
- Assigning duties to drivers
- Keeping a track of smooth travel experiece for the customers

## EDUCATION

### Computer Science Diploma

Pt.g.s.m polytechnic colla ge arki(hp)

Himachal Pradesh

2010 - 2013

### Bachelor of Arts

Kalinga University

Raipur

2015 - 2018



## LANGUAGES

English (Advanced)

Hindi (Native)

Punjabi (Beginner)



## SKILLS

Student counseling, Visa filling, Team handling, Customer Satisfaction, Product Training , Immigration services knowledge, Strong communication skills, adhere to the deadline, CRM knowledge, Excel, Google sheet, M.S. Excel, Google forms, Google docs, Power Point

