

Vandana Narang

- #151, A Block , Sainik Colony, Sector 49, Faridabad
- Mobile: 9650887932 ;
- Email: vandy051@gmail.com



Front Desk Officer / Public Relations officer

- Highly reliable, efficient and enthusiastic **Front Desk Officer and Public Relations Officer** with fifteen + years of experience in different administrative capacities.
- Known for accepting consistently increasing responsibilities with proven record for effectively planning, developing and implementing PR strategies.

Education

- Master in Business Administration (MBA) in Marketing / HR.
- Bachelor of Arts (BA) in English from Panjab University, Chandigarh.

Professional Experience

Aravali Eduworld Faridabad – Public Relations Officer directly reporting to Chairman and Executive Director from February 2006 till August 2020.

Aravali Eduworld is the umbrella organization having following schools / colleges:

- Aravali International School, Sector-43, Faridabad,
- Aravali International School Sec-81 Greater Faridabad,
- Aravali International School Sec-85 Greater Faridabad,
- Aravali College of Engineering and Management, Faridabad
- Aravali College of Advanced Studies in Education, Faridabad
- The Shri Ram Universal School, Panchkula

Core responsibilities

As Front Desk Officer:

- Attending to all walk-in enquiries and providing smooth coordination between parents and management.
- Attending to all telephonic and walk in enquiries and following up on prospective students.
- Counselling all the prospective new admissions with all their queries and imparting information related to the curriculum and school and follow ups consecutively for successful conversion of leads.
- Counselling parents for effective parent teacher relationship and retention of ward, making the system transparent and easy to understand.
- Handling all the administrative jobs including attendance records, maintenance of MIS of all daily/weekly and monthly reports, maintaining of student database, maintaining school ERP with admission related data and registration, updating admission and withdrawal register, keeping record of office supplies, updation on all CBSE related circulars and documentation.
- Maintaining records of new admissions, withdrawals and internal transfer cases.
- Coordinating between the different departments of the school to help achieve smooth functioning of the school.

As Public Relations Officer:

- Designing marketing plans and strategies for attracting new admissions and tracking the target areas for increase in admissions;
- Liaising with and answering enquiries from media, individuals and other organizations, often via telephone and email;
- Writing and distributing press releases to targeted media;
- Liaisoning with various advertising agencies and newspapers for projecting the right image of the school in public.
- Networking and establishing contacts of various groups of print media as newspapers, advertising, exhibitions, hoardings, flex etc.

- Worked as Supervisor Centre Examination Manager for running Cambridge English Assessment Examinations for Aravali Eduworld. The profile included:
 - Marketing to, counseling and orientation of Parents for Cambridge English
 - Arranging workshops for Teachers, Parents and children
 - Resource Management for conducting Examinations
 - Registration, Online entries, Exam scheduling
 - Speaking Examiner Training, Certifications and Management
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Green Cellular Pvt. Ltd. – Manager – Operations

- Managing overall showroom operations including maintaining daily, weekly and monthly MIS and increasing sales while satisfying customers along with.
 - Responsible for maintaining customer, prospects and competitor databases.
 - Managing customer billing process and maintaining a check on daily inflow of cash through both post paid and pre paid connections.
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IBM Daksh e services Pvt. Ltd. – Sr. Customer Care Officer

- Have to attend all inbound queries for US Domestic Delta airlines.
 - Providing the international (US Based) Customers with full details of the reservation and ticketing of flights and bookings thereby.
 - Resolution of complaints of US Based customers as early as possible.
 - Maintaining Average Handling time (AHT) of calls along with the quality of call attended.
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Baltic Hyundai Pvt. Ltd. – Customer Care Executive

- Responsible for smooth flow of daily activities.
- Responsible for maintaining customer database and following them up for increasing sales and achieving 100% customer satisfaction.
- Holding Customer satisfaction surveys for increasing sales and creating awareness.

Personal	
Date of Birth	March 19, 1977
Marital Status	Married
References	On Request
