**Lathika P N Contact: 9849585549 Email –** **lathikapn@gmail.com**

A management graduate with 16 years of extensive experience in Education Management - Counselling & Admissions, Academic Operations, and Student Services. A seasoned sales professional with a successful and consistent track record of achieving high results.

Currently looking out for suitable position with an exciting and expanding company, that can make use of my existing skills and experience and also further my personal and professional development.

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| **Core Competencies** |

* Mapping Clients ‘requirement and coordinating, developing and implementing processes in line with guidelines
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize the customer satisfaction.
* Preparing MIS reports with view to apprise management of the process operations and assist in critical decision making process
* Assessing the customer feedback, evaluating areas of improvement & providing critical feedback to the associates on improvement

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| **Organizational Experience** |

**HCL TalentCare Pvt Ltd – A Division of HCL – Hardware Park, Hyderabad**

***Manager - Academic Operations, July 2015 to Present***

* Responsible for the smooth functioning of the entire Campus Operations.
* Managing the staff in the day to day operations for functional areas(s) of responsibility.
* Transactional Execution and reporting for Back Ground Verification of the Candidates.
* Planning and implementing the Trainees On boarding at the campus
* Coordinating with the client for the Trainees On the Job Training.
* Leading Operational Delivery Standards.
* Solving operational problems, managing complex issues and dealing with potential crises.
* Planning and conducting all internal and external certification for the trainees.
* Execute, On Job Training Illustrations for the out boarding batches.
* Conduct Regular Feedback and work on Corrective and Preventive Actions
* Maintain the Campus Operations MIS reports.
* Planning and implementing all the review meetings
* Documentation and progress matrix of entire campus

**Times Centre for Learning Ltd – TimesPro (The Times of India Group), Banjara Hills**

***Manager – Student Relations April 2013 June 2015***

* Responsible for center’s sales and revenue generation
* Counselling for academic as well as vocational programs pertaining to banking, finance and analytics and attend admission related queries
* Converting the eligible walk-in’s to enrollment
* Ensuring the candidates complete the enrollment formalities in time
* Participate in team meetings and in developing strategies to increase sales.
* Responsible for generating new sales through daily prospecting of sales leads
* Coordinating and consolidating various center sales
* Participated in various center marketing related initiatives
* Appreciated and Awardedby the Head Office for the effective contribution towards center’s sales and revenue

**Arena Animation (A Division of Aptech Group) - Dilsukhnagar, Hyderabad**

***Assistant Manager – Counseling &Admissions- November2011 to March 2013***

* Responsible for center’s sales and revenue
* Counsel the candidates on available career options and courses offered by the Institution.
* Ensure the candidate complete the admission procedures and fees payments in time
* Conducted several in-house seminars on career counseling for candidates in Digital Media stream
* Assist the candidates on developing skills and enhancing knowledge as necessary to pursue and excel in career of their choice
* Coordinate the front office operations

**IMAGE Infotainment Limited, Dilsukhnagar, Hyderabad**

***Senior Career Advisor March 2008 to October 2011***

* Conduct all facets of the admissions process, including determination of appropriateness of candidates for admission in Digital Media Academic Programs.
* Communicate with prospective candidates, effectively address inquiries, and arrange in-house appointments as well as conducted admission interviews
* Responsible for completing appropriate follow-up procedures in order to assure successful matriculation
* Develop and implement retention strategies for enrolled candidates.
* Maintain a thorough familiarity with the college’s educational programs in order to successfully address inquiries regarding the college, including educational programs, anticipated career goals, student services and financial assistance
* Responsible for generating new sales leads
* Participate in team meetings and in developing strategies to increase sales
* Pro-actively exceeded monthly sales targets
* Coordinated with RM & Country Manager in various reports
* Compiled and Analyzed Regional Sales Reports
* Assisting the RM in day to day business activities

**ICFAI National College – ICFAI University**, **Hyderabad**

***Counseling Officer June 2004 – February 2008***

* Attending Queries
* Counseling Parents & Students
* Provided effective counseling and resolved disciplinary issues
* Monitoring the team activities, guiding and leading them
* Representing and giving presentation in all meetings at Regional Level.
* Organize social events to enhance sale goals
* Maintaining Academic Records
* Awarded and appreciated as the best “Counselling Officer” by the Management.

**Abu Bakar Public School, Hyderabad:** ***1999 January – 2003 April.***

***Administration In-charge***

* Supervised the staff in the maintenance and enforcement of School Policies.
* Assisted in coordination and implementation of community service and student affairs activities.
* Enrollment of students

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| **Academic Details** |

* MBA (International Business) – Pondicherry University
* Master of Arts (English) - Osmania University
* Bachelor of Arts (Economics & Public Administration)-Khurushetra University

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| **Personal Skills** |

* Highly Organized
* Confident with unbeaten dedication and determination
* Desire to upgrade skills with constant learning
* Excellent Interpersonal skills with great adaptability
* Excellent relationship building and interfacing skill
* Language Proficiency – English, Hindi, Telugu, Tamil & Malayalam

**(Lathika P N)**