**Kusum Gurung**

**Seeking a Responsible Position**

**Profile:**

* Self-motivated, hardworking, goal oriented and assertive personality.
* Qualitative experience in handling customers and business development functions.
* Effective communicator with excellent interpersonal, relationship management, analytical and administrative skills.
* Flexible enough to work in different atmosphere and take initiative to learn new and complex things.
* Always seeking for additional responsibilities to enhance self-growth & self-improvement.
* An ardent team player.
* Firm believer in self-assessment.

**Experience**

* **G.D Goenka Public School, Siliguri as PRO: April 2013 – Sept.2015**

**Job Responsibilities:**

* Take new admissions, help prospective parents to give information about admission procedure etc.
* Update student database.
* Maintaining and keeping record of the student’s personal files, their documents, etc.
* Prepare Transfer Certificate.
* Maintaining daily attendance sheet of students.
* Communicating and corresponding with parents in regard to students leave application via email and through phone calls.
* Maintaining and updating Teaching and Non-teaching staffs’ personal files.
* Assist concerned teacher for CBSE Registrations of classes IX – XII.
* Taking prospective parents for guided school tour, including hostel.
* Took one and half month substitution classes for Science subject in classes VI – VIII from mid-August till September 2015.
* **Bernadine group of Companies, Siliguri as Administrator in charge: April 2012 – August 2012**

**Job Responsibilities:**

* Draft commercial and personal correspondence. Handle purchasing, enquiries and quotations.
* All filling works, arranging meetings with clients, keeping records of all employees.
* Follow up regarding bills, issue invoices, cheques and perform all banking works.
* Handle petty cash and other clerical task including hiring work.
* Arrange for insurance of all properties, vehicles, furniture and cash against fire, burglary and final renewal.
* Responsible for handling all incoming and outgoing calls.
* **EXL Services Ltd. New Delhi: January 2008 – November 2011**

**Job Responsibilities:**

* Making outbound collection calls for Dell Financial Services & Chartis (formerly AIG) Insurance Company.
* Maintaining verbal and e-mail correspondence with end customers (USA based).
* Responsible for coordinating with offshore clients regarding various process changes/updates.
* Maintaining and reporting the database update to manager.
* Preparing the performance update, shortfalls & target of the team in excel format.
* Familiarize the team in regard to customers need, specifications, design targets, and discuss development process, techniques and tools to support task performance.
* Mentoring and ensuring easy transition of new recruits from training phase to getting live on the floor taking calls.
* Responsible for maintaining the report of absenteeism in the team.
* Assisting the team leader during R & R and One on One session.
* **Saint Peter’s Nursery School, Darjeeling: March 2001 – December 2007**

**Job Responsibilities:**

* Taught Science & Mathematics from classes I – IV.
* Was given Class teacher-ship of class III & IV every alternate year during my association with the school.
* Helped administrative department to ensure proper maintenance of personal files, service registers etc. of all teaching & non-teaching staffs.
* Also, assisted in taking new admissions.

**Skills**

**Skill Name Skill Level**

* Diploma in Information & Technology (6 months) : B+
* Submission: MS-Word, Excel, PowerPoint, and Outlook : Good
* OS: Windows 8/XP : Good

**Academic Qualification**

* **Bachelor of Education – 2015** : 75%

Lake City College, Kashmir University, India

* **Bachelor of Science – 2003** : 51.5%

St Joseph College, Darjeeling, West Bengal, India

* **West Bengal Council of Higher Secondary Education – 1998** : 51.1%

Pushpa Rani High School, Darjeeling, West Bengal, India

* **West Bengal Board of Secondary Education – 1996** : 66%

Holy Cross Convent, Darjeeling, West Bengal, India

**Personal Profile**

* **Date of Birth** : 28th November 1980
* **Nationality** : Indian
* **Religion** : Hinduism
* **Marital Status** : Married
* **Language Proficiency** : English, Hindi, Gorkhali

Nepali, Bengali, Urdu

**Job Seeker First Name / CV No: 1818888**

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