

SASI PRABHA S

ADMINISTRATOR

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📍 Coimbatore

SUMMARY

Enthusiastic and proactive Team Manager in Sales and Marketing industry, by recruiting and placed with proper training. Skilled in leading diverse teams, optimizing operations, and driving continuous improvement. Proven track record of achieving high customer satisfaction by resolving issues promptly and implementing customer-focused solutions. Possess a Master of Business Administration and Bachelor of Arts with English .Ready to contribute to the success of a well-established in Recruitments, Marketing and Administration.

EXPERIENCE:

Administrative Officer 01/2023-Present Sangamam Matriculation School

- **Student Assessment, Record-keeping:** Assess student academic performance, student data, identifying areas of strength and weakness, and developing strategies for improvement.
- **Communication:** Communicate with students, faculty, and staff to provide updates on student progress, resolve academic issues, and promote academic programs.
- **Program Development:** Participate in the development and implementation of academic programs, policies, and procedures.
- **Data Analysis:** Analyze data on student academic performance, retention, and graduation rates to inform advising strategies and program development.
- **Facilities Management:** Oversee the maintenance and upkeep of school facilities, ensuring a safe and healthy environment.
- **Campus Collaboration:** Collaborate with campus departments, such as admissions, financial aid, and student life, to provide a comprehensive student experience

Team Manager & 02/2023 – 12/2023

Academic Advisor - School

Rajalakshmi Eduverse – Team Manager

Developed and implemented efficient procedures and schedules to meet customer demands. Conducted regular team meetings to address challenges and improve communication.

- Managed the allocation of lead resource, ensuring optimal utilization of manpower.
- Implemented cost-saving measures resulting in a 10% reduction in expenses.
- Addressed customer complaints promptly, maintaining a high level of customer satisfaction.
- Collaborated with cross-functional teams to streamline processes and improve efficiency.
- Developed and implemented training programs to enhance the team's target based skills.
- Monitored key performance indicators to track team performance and identify areas for improvement.

STRENGTHS

Effective Leadership

Led diverse team as Coimbatore Regional Branch, fostering collaboration and empowering individuals to achieve goals and exceed expectations.

Strategic Planning

Developed and executed strategic plans to align resources, improve productivity, and drive positive business results.

Strong Communication

Demonstrated excellent interpersonal skills, effectively conveying complex information to team members and Managements.

SKILLS

Leadership · Team Management ·

Problem Solving · Communication ·

Project Planning · Budgeting

Continuous Improvement

Customer Satisfaction

Process Streamlining · Recruiting ·

ACHIEVEMENTS

▮ Boosted Team Productivity

Led team to a 20% productivity increase

EXPERIENCE

Business Development Executive

06/2022 - 01/2023

Rajalakshmi Eduverse

Coimbatore

EduTech

- Performing competitive analysis, identifying potential clients, preparing reports, reporting to senior management, and promoting new product developments.
- Implemented a scheduling system leading to improved response time and customer satisfaction
- Conducted Zoom meet, B2B visits to assess with team and provide support to close the sale.

Business Development Intern

03/2022 - 05/2022

BYJU'S

Coimbatore

EduTech

- Answered an average of 120 calls per day by addressing customer inquiries, solving problems and providing new product information.
- Described product to customers and accurately explained details and care of merchandise. Asked open-ended questions to assess customer needs.

Recruiter & Administrator

01/2021 - 12/2021

Press

Chennai

Assisted in managing a team of 15 workers, ensuring adherence to quality standards and meeting production targets. Conducted training sessions to improve efficiency in work Collaborated with teams to implement process improvements resulting increase in production output.

- Trained new employees to perform tasks accurately and efficiently
- Coordinated with MD in recruiting and training new employee
- Monitored production quantities and implemented countermeasures to address performance issues.

LANGUAGES

Tamil

Native

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English

Proficient

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Telugu

Advanced

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ACHIEVEMENTS

Enhanced Customer Satisfaction - Till date

Achieved 95% satisfaction rate through strategic improvements.

League of Extraordinary -2023

Top performer with extraordinary contribution to the process for the financial Year (2022- 2023).

Best Performer ,21'Awards Nite –2019

The Best Female Student awardee - 2019

Sri S. Ramasamy Naidu Memorial College

State Republic Day parade Candidate - 2018