

NEERAJ KUMAR DUBEY

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CURRENT FOCUS

- Client Service
- Strategic Planning
- Office Administration
- Operations Management
- Team Management

CAREER GRAPH

1. As **Academic Operation Manager** in **Allen Career Institute Pvt. Ltd.** [Oct. 2024 to Present]
2. As **Assistant Branch Manager (Operations)** in **Aakash Educational Services Ltd.** [July 2022 to Sep. 2024]
3. As **Branch Assistant Manager** in **RBS Classes “The परीक्षा गुरु”** [Jan. 2022 to July 2022]
4. As **Area Manager** in **Sam Higginbottom Institute Of Agriculture, Technology & Sciences**
(Formerly Allahabad Agricultural Institute) [Aug.20 14 to Dec.2021]
5. As **Cashier** in **Airtel Pvt. Ltd.** [Dec. 2012 to July 2014]
6. As **Assistant Manager** in **HDFC Bank Ltd.** [Dec.2011 to May 2012]
7. As **Operations Executive** in **S.P.S.INTERNATIONAL PVT. LTD.** [April 2010 to Nov. 2011]
8. As **Customer Care Executive** in **Reliance BPO Pvt. Ltd.** [Aug. 2008 to Aug. 2009]

EDUCATIONAL & PROFESSIONAL QUALIFICATION

- 1 **Master of Computer Application (Three-years)** from Punjab Technical University. [FEB 2010]
- 2 **B. Sc.** From K.B.P.G.College Mirzapur . Uttar Pradesh [AUG 2004]
- 3 **H.S.C. (Science)** from B.U.I.College, Mirzapur, Uttar Pradesh [July 2000]
- 4 **S.S.C.** from B.U.I.College, Mirzapur, Uttar Pradesh [July 1998]

WORK EXPERIENCE

ALLEN CAREER INSTITUTE PVT. LTD.

(08/10/2024 TO PRESENT)

Job Description as Academic Operation Manager

- Responsible for Time Table Creation and Management.
- Responsible for proper planning and execution of Test conduction.
- Responsible for ensuring customer satisfaction (students and parents) along with retention.
- Responsible for proper communication & relationship with all the students and parents for entire course duration including Parent teacher meeting planning.
- Responsible for proper Classroom Management including Attendance.
- Responsible for Students Batch change, Batch Transfer and Branch Transfer.
- Responsible for management of Student digital platform.
- Responsible for maintaining Students data of branch with Batch wise.

AAKASH EDUCATIONAL SERVICES LTD.

(29/07/2022 TO 30/09/2024)

Job Description as Assistant Branch Manager (Operations)

- Supervised departments including **Accounts, Administration** and **EDP**.
- Responsible for ensuring customer satisfaction (students and parents) along with retention.
- Responsible for proper communication & relationship with all the students and parents for entire course duration.
- Responsible for monitoring and proper collection of revenue and reduce branch expenses.
- Responsible for compliance with laws & regulations as applicable.
- Handling grievances/enquiry from parents as well as students.
- Coordinate with all departments at branch/region/Corporate office.
- Providing proper instruction to Administrative department for general cleanliness, appearance and safety of the office premises.

RBS CLASSES "THE परीक्षा गुरु"

(01/01/2022 TO 27/07/2022)

Job Description as Branch Assistant Manager

- Responsible for **smooth operation** of Office as per the guideline and process.
- Responsible for **Coordination** with every department through email/call/Meeting.
- Responsible for **Website and Application Backend management** of the Institution.
- Responsible for **MIS Reports** of different operations for Institution.
- Responsible for **Complaint handling** and **problem solving** of students regarding to the Application.
- Responsible to resolve issues related to scheduling of Classes on Application and YouTube.
- Responsible for Preparation of **Guidelines and Circulars** of administration/ general instructions.

SAM HIGGINBOTTOM INSTITUTE OF AGRICULTURE, TECHNOLOGY & SCIENCES

(DISTANCE WING)

(01/08/2014 TO 31/12/2021)

Job Description as Area Manager

- Responsible for **Effective Coordination** with every **College/Institutions Head/Coordinator**.
- Responsible for **Complaint handling** and **problem solving** of **(New/Old) Institutions/centers**.
- Responsible for Appointment of **New Centers/Institutions**.
- Responsible for **Authorization** of **(New/Old) Institutions/Centers**.

- Responsible to maintain **MIS Report of College/Institution** related to **Admission**.
- Responsible for **Personal Meetings** with **Center Head/Coordinator** in allotted **Territory**.
- Responsible to **Manage/Create (New/Old) Exam Center** during **Term End Exam**.

AIRTEL PVT. LTD.
(30/12/2012 TO 30/07/2014)

Job Description as Cashier

- Responsible for cash transactions
- Responsible for the Activation/Deactivation of Postpaid, Prepaid, Dongle, Fixed Line and Broad band.
- Responsible for Complaint handling and problem solving of every queries.
- Filing of End of day (EOD) Reports.

HDFC BANK LTD.
(12/12/2011 TO 03/05/2012)

Job Description as Assistant Manager

- Responsible for cash and customer transactions
- Cash Receipts, Deposits & Payments
- Cash balancing
- Handling the Banking System
- Vault custodian
- Filing of End of day (EOD) Reports
- Handling Non-Cash transactions like DD/MC/TC, Fund transfer
- Register updation on EOD Cash position, Instruments Issued.
- Responsible for high quality service, customer relationship management, Queue Management & Branch Audit & Compliance

S.P.S. INTERNATIONAL PVT.LTD.

(20/04/2010 TO 30/11/2011)

Job Description as a Back Office Analyst

- Responsible for Data Processing by Scan each records
- Working on Data Transfer process from one format to another format.
- Filing of End of day (EOD) Reports.

RELIANCE BPO PVT. LTD.

(18/08/2008 TO 30/08/2009)

Job Description as a Customer care Executive

- To handle the calls and be the face of the company
- To solve the problems of Customers on calls within allocated resources.
- Customer feedback analysis for gazing service level and timely recommendation
- Interaction with Customers to find out details on customer requirement.
- Innovative ideas for smooth operations.
- Make sure there is no process gap

PERSONAL DETAILS

Date of Birth: 01st May 1983
Alternate Phone: +91-8960824654
Location Preference: Entire Uttar Pradesh
Languages Known: English and Hindi.
Other Interests: Reading, Writing, Listening to Music, Enjoy Meeting new people, Surfing net and exploring places. Took part in Sports activities during college days.