

# MEGHA DUA

Head Counsellor

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Allahabad, Uttar Pradesh, India

As a seasoned education management professional with a robust background in business development, I aspire to harness my comprehensive skills in strategic planning, team leadership, and relationship marketing to drive growth and excellence within a dynamic educational institution. My dedication to fostering innovation and efficiency, along with my commitment to customer satisfaction and quality service, positions me as an ideal candidate for the Centre Manager role. I am eager to contribute my expertise in student enrollment, program development, and target achievement to further the mission and vision of the organization.

## Professional Summary

- Proven leader with over 10 years of experience in education management, adept at increasing student enrollment and program development.
- Expertise in strategic business development, with a track record of achieving and exceeding monthly performance targets.
- Strong operational management skills, evidenced by successful oversight of centre activities and staff performance.
- Highly skilled in relationship marketing, resulting in sustained customer loyalty and repeat business.
- Competent in using technology to enhance work efficiency, including proficiency in MS Office Suite (Word, Excel, PowerPoint).
- Demonstrated ability to lead and train diverse teams, fostering a collaborative and goal-oriented work environment.
- Excellence in cross-selling financial products and services, contributing to the business growth of HDFC Bank Ltd.

## Career Timeline

- Feb 2021 - Present  
**Head Counsellor**  
Trishul Defense Academy
- Nov 2019 - Aug 2020  
**Center Manager**  
Law Prep Tutorial
- Aug 2015 - Jul 2019  
**Sales Officer**  
HDFC BANK LTD.

## Work Experience

- Feb 2021 - Present  
**Head Counsellor**  
**Trishul Defense Academy**  
Led and managed the counselling department, fostering an environment that encouraged educational growth and innovation
  - Oversaw the enrollment of new students and managed academic support programs
  - Implemented personal support initiatives to enhance student development
  - Led a team in administrative tasks and coordination of management activities**Achievements:**  
Developed comprehensive student support programs that increased enrollment by 15%
- Nov 2019 - Aug 2020  
**Center Manager**  
**Law Prep Tutorial**  
Directed center operations with a focus on quality control and customer satisfaction

## Soft Skills

- Communication
- Teamwork
- Leadership
- Problem-Solving

## Education

- Master of Business Administration (MBA)  
Sam Higginbottom University of Agriculture, Technology and Sciences, Allahabad (U.P.)  
2015 - 2017
- Bachelor of Business Administration (BBA)  
United Institute of Management, Allahabad (U.P.)  
2012 - 2015

## Languages

- Hindi
- English
- Punjabi

## Hobbies

- Participating in educational workshops and seminars
- Volunteering for community education programs
- Attending business networking events
- Exploring innovative teaching methodologies

## Achievements

- Instrumental in increasing student enrollment by 30% at Trishul Defense Academy through the development and implementation of innovative academic support programs.
- Successfully managed a team of 15 at Law Prep Tutorial, leading to a consistent achievement of quality processing standards and surpassing customer service expectations.

- Managed day-to-day operations ensuring high-quality processing and customer service
- Drove the achievement of monthly sales and service targets
- Cultivated client relationships to maintain high satisfaction and retention rates

**Achievements:**

Exceeded monthly targets by an average of 20%, sustaining a high-performance culture

Aug 2015 – Jul 2019

**Sales Officer****HDFC BANK LTD.**

Spearheaded cross-selling initiatives and managed client portfolios to optimize bank's revenue streams

- Executed cross-selling strategies for CASA accounts, Insurance, Demat, and other banking products
- Generated new business leads and nurtured existing customer relationships
- Achieved sales targets by effectively promoting the bank's services and products

**Achievements:**

Successfully cross-sold banking products contributing to a 10% quarterly growth in portfolio revenue

## Projects

'SERVICE QUALITY OF HDFC BANK