Aman Tyagi

Senior Academic Counsellor

aman.tyagi@example.com · +91 95XXX XXX20 · Noida, Uttar Pradesh · linkedin.com/in/aman-tyagi-example

PERSONAL STATEMENT

Academic counsellor with 2.5 years of experience in edtech admissions for upskilling and online degree programmes. Handles 60 to 80 counselling calls a day, converts leads at 11% against a team average of 7%, and guides working professionals and students to courses that fit their goals, budgets and schedules.

WORK EXPERIENCE

Senior Academic Counsellor · Skillyatra Edutech Pvt Ltd, Noida — Aug 2024 – Present

- Counsel graduates and working professionals for online MBA and data analytics programmes, running 60 to 80 calls and 6 to 8 video sessions a day.
- Achieved 118% of the quarterly enrolment target for four straight quarters with an 11% lead-to-enrolment conversion rate.
- Cut early refund requests by 30% by setting clear expectations on course load, EMI options and placement support during counselling.
- Train 5 new counsellors on product knowledge, objection handling and CRM hygiene in LeadSquared.

Academic Counsellor · Pathfinder Coaching Institute, Ghaziabad — May 2023 – Jul 2024

- Counselled walk-in students and parents for JEE, NEET and foundation courses, converting 240+ admissions in one academic year.
- Followed up on scholarship test leads by phone and WhatsApp, raising test-to-admission conversion from 18% to 26%.
- Coordinated parent orientation sessions and fee-instalment plans with the accounts team.

EDUCATION

BBA in Marketing · Hindon Institute of Management, Ghaziabad — 2020 – 2023

Grade: 7.2 CGPA

SKILLS

Admissions counselling · Lead conversion · LeadSquared CRM · Objection handling · Inside sales · Video counselling · Fee and EMI explanation · MS Excel

CORE SKILLS

- Needs-based counselling
- Target achievement
- Parent and student communication
- Follow-up discipline
- Team coaching

CERTIFICATIONS

Career Counselling Fundamentals · Short-term online course — Mar 2024

LANGUAGES

Hindi · Native · English · Professional

MakePerfectResume . Free