

Puneet Singh

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EXPERIENCE

2019 – Mar, 2022	IDP Education India Pvt. Ltd. (CD-IELTS) <i>Branch Manager, Test Sitting Administration</i>	New Delhi, India
	• Ameliorated the frequency of IELTS test aspirants by 40,000 per test Centre. • Responsible for EFT, SERs, Petty Cash Management and management of the whole branch. • Co-ordination with other branch managers. • IELTS examiners' roster and schedule formation. • Providing required logistics for the smooth and efficient utilization of branch objectives. • Directed a team of 6 Invigilators, 2 CCE & 2 Senior Invigilators.	
2017 - 2019	Dreamun Pvt Ltd <i>Planning Manager (Coordination among Educational Faculties and Aptitude Trainers)</i>	New Delhi, India
	• Promoted to manager after the very 1st year at the company – Awarded extremely prestigious “Far Exceeds Expectation” in yearly performance review & earned special recognition from the IP University. • Maintained financial records and information by preparing database of the daily transactions for filing and banking purposes and updating the receipt batch. • Assisted and monitored staff and clients regarding their respective schedule and avoided conflicts by creatively solving problems.	
2015 - 2017	GURU NANAK PUBLIC SCHOOL <i>Post Graduate Teacher of Commerce</i>	New Delhi, India
	• CBSE Registration committee member • Head of Department (Commerce) • Organized many webinars and seminars on business and management related topics for undergraduate students. Played a key role in prospecting clients for York Consulting Group through funnel management – approaching prospects, leading client meetings, drafting project proposals, and ensuring adequate follow-up.	

EDUCATION

2021 - 2022	GEORGIAN COLLEGE ILAC, TORONTO • Dean's Honour List (GPA 8.0/9.0)	Toronto, Canada
2017 – 2018	UNIVERSITY GRANTS COMMISSION National Eligibility Test (NET – Commerce)	Delhi, India
2015 – 2017	JAMIA MILLIA ISLAMIA UNIVERSITY <i>Master of Commerce</i> • Dean's Honour List (GPA 7.0/9.0) • KPMG's International Scholarship Recipient 2016	Delhi, India
2013 – 2014	M.D. COLLEGE, MAHARISHI DAYANAND UNIVERSITY <i>Bachelor of Education – Commerce and English</i> • Graduated Top 1% in Class	Haryana, India
2010 – 2013	UNIVERSITY OF DELHI - S. S. COLLEGE OF BUSINESS STUDIES <i>Bachelor of Business Studies – Finance & Strategy</i> • Graduated Top 1% In Class	Delhi, India

Highlights and Skills

- Graduated from Georgian College, Toronto with a Post Grad Diploma in Project Management.
- 6+ years of excellent experience in helpdesk, quality support, teaching and administration services in Education Industry.
- Troubleshooting and setup of office 365 cloud applications including Outlook, One Note, Skype for business, Power Point, Word, Excel, and Microsoft Access
- Proficient of working on multiple exchanges and multiple MS Offices i.e., 2007,2010,2013 & 2016
- Proficient in troubleshooting Windows issues
- Proficient in deploying OS and applications using SCCM and MDT
- Proficient in migrating Windows to newer OS (Windows 7,8,10)

Relevant Skills

Technical Skills Summary

- **Technology:** Microsoft Active Directory, DNS, DHCP, IIS, DFS, Cisco, Remote Desktop, VPN, System center configuration manager (SCCM), MDM (Airwatch), ITIL, POS, Identity and access management, end user authentication.
- **Active Directory:** Managed an Active Directory used ADUC to create and manage computer, user and group accounts, replication schedules.
- **OS:** Server 2008r2, 2016, Windows XP/Vista/Windows 7/8.1/10.
- **Hardware:** Lenovo/HP/IBM desktops, laptops, Servers, Cisco switches and routers (Assemble/Deinstall hardware components on client machines and servers).
- **Virtualization:** Hyper-V, VM ware.
- **Antivirus:** McAfee, Symantec End-Point Security. Ticketing System: Service Now, HP Service
- Manager, ITSM Work Experience

Sales and Marketing Skills

- Researched and identified sales opportunities, and classified target markets and trends through surveys, questionnaires and data mining
- Developed and implemented sales and marketing strategies for large B2B IT infrastructure companies by communicating with clients to understand requirements, and provide customized solutions to meet needs.
- Provided quotation to customers based on material and installation cost; negotiated rates with clients, reached agreements, and finalized sales with management
- Compiled sales data, prepared reports on targets achieved, and forwarded to management.

Administrative & Customer service skills

- Maintained financial records and information by preparing database of the daily transactions for filing and banking purposes and updating the receipt batch.
- Managed front desk by performing administrative tasks like to accommodate regular schedule meeting requirements for managers.
- Ensuring clients were addressed in a timely manner through written, telephone, email communication; resolved customer queries and issues by following specified guidelines.
- Prepared and distributed variety of documents including agenda, correspondence, emails and meeting minutes.

Scheduling Skills

- Documented all dated notes, call notes, call logs to ensure accurate client / staff information storage in scheduling software
- Maintained track of Communication between clients, Staff (PSW) and coordination team to provide excellent customer service to Clients.
- Evaluate and understand clients' requirement by patiently listening and fulfilling their expectations from the staff and organization.
- Assist and monitor staff and clients regarding their respective schedule and avoid conflicts by creatively solving problems.

AWARDS & ACHIEVEMENTS

- **UGC- NET (National Eligibility Test)** Qualified for the post of Assistant Professor in first attempt.
- **1st prize** – “Buzzload” – **Business Quiz at CBS 2011.**
- Senior assessor for collecting data from all Delhi Schools during SDI.
- Achieved 7.5 overall BAND score in IELTS (General Training Category)
- Consecutively selected (two times) for **scholarship from KPMG.**
- Qualified the **National Central School Exam, 2018.**
- 2nd Prize– Ultimate Huggle – Shaheed Sukhdev College of Business Studies – 2011.
- Mr. Orator– School Farewell – 2010
- **Citation Award- For securing highest marks in English and Business Studies** in CBSE-2010.
- Summer internship from **AYUR HERBALS.**
- Secured **All India Rank 38 in BBS and Rank 77 in BBE** Entrance Exam.
- Delhi head of **fund-raising committee at SUKRIT Trust (UK).**

PROJECTS UNDERTAKEN

- **Study on capital structure of automobile co.**-analysis of the components of capital structure, to empirically verify the objectives, the hypothesis was framed and tested.
- **Educate Punjab Project:** From Strategy making to execution of ‘Financial Aid Model’ focused at 150 schools of Ludhiana, Chandigarh, Bhatinda Targeting 100,000 students, the model consisted of total fund generation and distribution of the same.
- **School Development Index (SDI):** Process of undertaking a comprehensive school evaluation for all schools of the Capital (Delhi). Assessed the detailed data, inspected different schools of the city, collected data through different methods.

OTHER INTEREST & ACTIVITIES

- Good working knowledge of **Word, Excel, PowerPoint, HTML, SPSS, ERP and Access** as well as **Internet research and communication tools.**

