

PROFILE AT A GLANCE

Avid and dynamic Professional with 2+ year's expertise in visa processes, and a background in customer support, biometric data collection, and application processing.

Proficient in English and basic knowledge in France languages (limited Proficiency), enhancing the ability to manage multilingual communications effectively.

Delivers personalized counseling on international universities, programs, and admissions, ensuring up-to-date knowledge of global education trends.

Guides applicants through the visa application process, handling documentation, interview preparation, and financial planning.

Demonstrated excellence in customer support with a 95% satisfaction rate, backed by efficient visa submission processing and data management with near-perfect accuracy.

Collaborates with university admissions to monitor applications, resolving issues and ensuring seamless communication.

SKILLS

Counseling | Knowledge Of International Education Systems | Visa Application Processing | Documentation Management | Interview Preparation | Financial Planning | Application Tracking | Communication Facilitation | Data Entry | Quality Checking | Biometric Data Collection

Programming Languages: HTML, CSS, Python, Java, SQL | Development Tools: React JS, Node JS, Bootstrap | Cloud Services: AWS (Route53, S3, CloudFront) | Software: MS Office, Photoshop | Other: Social Media Marketing, Data Entry, Auditing

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International Language: English (Proficient) | French (Limited Proficiency)

WORK HISTORY

Study Abroad Advisor | Go Study, India | Jun 2024 – Ongoing

- ▶ Offer personalized counseling to students and families on universities abroad, program options, and admission criteria
- ▶ Keep current with the education systems of various study abroad countries, including updates on university rankings, available programs, and scholarship opportunities
- ▶ Guide students through the visa application process, including necessary documentation, interview preparation, and financial planning
- ▶ Work with university admissions offices to monitor application statuses and resolve any issues
- ▶ Facilitate clear communication between students and universities
- ▶ Ensure students have the latest information and understand all requirements for studying abroad

PREVIOUS EXPERIENCE

Operation Officer | VFS Global Private Limited, India | May 2022 – May 2024

- ▶ Processed visa applications for 60+ applicants daily, maintaining a 99% accuracy rate
- ▶ Achieved 95% customer satisfaction in support roles
- ▶ Performed auditing, data entry, and quality checking with a maximum error rate of 0.5%
- ▶ Collected biometric data with a 99.9% accuracy rate, averaging 70+ daily entries
- ▶ Ensured compliance with established protocols for biometric data collection
- ▶ Managed high-volume application processing efficiently and accurately

EDUCATION & CERTIFICATION

Bachelor of Computer Applications (Python Software Engineering & Network Computer Applications)

Saradha Gangadharan College | Pondicherry, India | Jul 2018 – Feb 2022

Diploma in Multimedia | Mar 2018 – Jun 2018

Diploma in Cellphone Technology | Oct 2016 – Jan 2017

Full Stack Development Certification (HTML, CSS, Java, Python, SQL, Bootstrap)

Nxt Wave | Online | Pursuing

PROJECT

Social Media Marketing: Designed creative Social Media posters for clients