

# Pooja Khanna

## Professional experience

**February 22,2012 till date**

**Organization: Apeejay Institute of Management Technical Campus.**

**Designation :Assistant Professor (Marketing)**

❖ **KRA includes the following**

- Independent handling of Language Lab. for improving Communication Skills of MBA and MCA Students
- Independently delivered workshops on Group Discussion and honing Interview skills to MCA and MBA students.
- Active member of Press and Media Committee
- Member of Literary Club and Alumni Committee
- Member of Discipline Committee in the Campus
- Member of various Cultural Committees
- Handling Stage Management

**May 2008 to March 2011**

**Organization: B- School.**

**Designation :Academics Head**

❖ **KRA includes the following**

- Providing training to students on IELTS, TOEFL.
- Facilitate and ensure key training programs, determine training effectiveness.
- Ensure that all course and educational material are current and of acceptable quality and inculcate the new additions.
- Prepare monthly training progress reports and communicate to management team members the previous month's accomplishments and next month's training objectives.
- Providing training at Professional Institutes (DAVIET) on Interviews, Group Discussions.

**Feb 2006 to Dec 2006**

**Organization: CitiFinancial Consumer Finance India Ltd..**

**Designation :Personal Loan Officer.**

❖ **KRA includes the following**

- Handling a sales team comprising two team leaders,

- three Direct Sales Executives's & two tele callers.
- Handling two Direct Marketing Agents in Jalandhar.
- Consistently achieved the highest number of loans in the branch.
- Responsible for maintaining the branch MIS on daily basis.
- Responsible for processing of the files and liaison with Head Office to ensure their timely bookings.
- To ensure minimum delinquency for the files that have been booked.

**Jan 2003 – May 2005**

**Organization: ICICI Prudential Life Insurance Company Limited,  
Jalandhar**

**Designation: Sr. Customer Services & Operations Executive**

❖ **KRA includes the following**

- Interacting with customers to solve their queries and complaints within the specified Turn-Around Times (T.A.T.s).
- Managing the query desk & maintaining a track record of queries, complaints and requests through Gold Mine, the in house on-line complaint/query redressal system.
- Liaisoning with head office for all customers related issues to provide our customers with speedy solutions in order to have better TAT & "Satisfied Happy" customers.
- Responsible for all operational activities, including cash management. This involved proper handling of cash, ensuring its safe keeping at the counter and transferring it to vault/Bank.
- Managing the process of initial scrutinisation & underwriting of proposals, processing & set up of proposals.
- Responsible for achieving TAT's and sigma levels for my team.
- Act as a single window solution to all the requirements or problems of the clients.
- Acting as a coordinator between the customer sales and operations. This liaison ensured smoother functioning and resulted in business development.
- Training of Operations officers, Financial consultants, New Operations Staff & the Sales force on processes and systems.
- Providing information & training on the complete documentation required for a particular proposal for the smooth & speedy conversion of the same.

❖ **Major Achievements:**

- Instrumental in making Jalandhar Branch bag the silver medal in the inter-branch Olympics:
- Played a vital role in Jalandhar Branch becoming the first branch in the zone to get an 'A'- Certification, under the 5-S Audit.
- Overachieved the sigma targets set in both complaints & requests . Target – 3.5 , target achieved- Requests –3.19 &

Complaints - 4.39

- Constantly achieved 'B' Audit Rating for the last two financial years , which itself is a result of dedicated work & efficient inputs.
- Selected for and attended various workshops and trainings which include Management Development Programs Level I & II, Training on P.A.C.E- a PeopleSoft and workshops on Service Quality Basics, Business Essentials and Leadership.

**May 2001 – Dec. 2002**

***Sterling Holiday Resorts (India) Ltd.***

**Designation: Customer Care Executive**

- ❖ Worked as Customer Care Executive, based out of Jalandhar.
- ❖ **KRA included the following**
  - Marketing, development and promoting our program in the area.
  - Sourcing tie-ups with various Hotels for promotion of Time Share Concept in their organizations.
  - Provide logistical support to all such tie-ups and customers.
  - Independently handle the above markets.

***Papers Presented and Published***

**Papers Presented :**

- Impact of Multichannel shopping on Retail -National Conference at APJIMTC ( Rethink, Redefine and Redesign : A Futuristic Approach To Management)
- Challenges in Supply Chain Management and Rebuilding Supply Chains for the future- National Conference at Rayat Institute of Management, Railmajra on Managing Technology & Innovation for Competitive Advantage In Global Business Environment

**Papers Published :**

- Alleviation of Poverty through CSR Publications :- "Alleviation of Poverty Through CSR"-Corporate Social Responsibility-Conceptual Framework: Practices and Key Issues; Bharti Publishers, Delhi ISBN 9789381212-35-36

***Conference/Workshops/Seminars Attended***

- April, 2014 - National Conference on Rethink, Redefine and Redesign: A Futuristic Approach To Business at Apeejay Institute of Management Technical Campus, Jalandhar.
- June 2015 – National Conference on Managing Technology and Innovation for Competitive Advantage In Global Business Environment at Rayat Bahra Management College, Railmajra.

**Education  
Qualification**

***Workshops/Seminars/FDP Delivered***

- Seven Habits of Effectiveness
- How to write an Effective Resume

***Workshops/Seminars/FDP Attended***

- Attended three days Specialized Training Program on Export Awareness at EEPC(Engineering Export Promotion Council), Jalandhar

***Book Review***

- New Perspective on Corporate Social Responsibility : Locating the Missing Link  
(Linda O’Riordan , Piotr Zamunda, Stefan Heinemann)

***1. Pursuing Ph.D (Marketing)***

***Punjab Technical University***

***2. Masters in Business Administration 1999 – 2001***

***Apeejay Institute of Management, Jalandhar***

- *Specialization in Marketing*

***3. Bachelors in Science 1996 – 1999(Botany, Zoology, Chemistry)***

***K.M.V College, Jalandhar***

- ❖ Good Communication Skills , Computer Literate, very well versed in windows environment, word processors, spread sheets, presentation software.
- ❖ Languages known: English, Hindi and Punjabi

***POOJA KHANNA***

