

VEDIKA BHAN



CONTACT

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CERTIFICATION

TEFL Level 3 (120 hours)
Teaching English to Young Learner (30 hours)
Teaching Business English (30 hours)
IELTS (Level C1) 7 bands

EDUCATION

Bharati Vidyapeeth University, India
BBA (Bachelors in Business Administration Marketing)
2016-2019
-Completed my Bachelors with the thorough
-understanding of marketing and other aspects related to the industry it.
Solbridge, South Korea
MSc In Management & Technology
2022- 2024

LANGUAGES

English
Korean

PROFILE

Highly motivated professional with four years of experience in client relations and a strong passion for teaching English. Holding a Bachelor's degree in Business Administration, I have developed excellent communication and interpersonal skills, which I am eager to apply in an educational setting. With a TEFL certification and a commitment to fostering a positive learning environment, I am dedicated to helping students achieve their language learning goals. Seeking to transition into an English teaching role to leverage my skills in communication, relationship-building, and education.

WORK EXPERIENCE

English Teacher, Part-Time

Boomily, South Korea

June 2022 - August 2023

- Worked as an English Teacher.
- Main responsibilities were playing with kids and teaching them basics of English.
- Have handled kids from age group 4 years up till 10 years old.
- It was a kids cafe, so activities like, cooking, science and crafts class was in the daily curriculum.
- Also helped manage the store for all the raw materials/materials needed for the students.
- Trained the new staff and teachers and made them aware of the rules and regulations.
- Giving a feedback to the parents once a week about their kid's progress.
- Making different study plans for each and every kid as per their learning ability.
- Making learning a fun experience for the kids who come to our store.

Client Relations Associate

Infollion Research Services, India

May 2021- March 2022

- Aggregated subject matter experts, independent consultants, and freelancers to provide companies, consulting firms, and investment funds with short-term expertise.
- Possess hands-on experience in the global automotive sector.
- Managed end-to-end delivery and servicing of projects.
- Handled client portfolios for industry leaders such as McKinsey, BCG, PwC, and various investment firms.
- Analyzed and addressed recurring issues faced by customer care representatives to create and update training manuals.
- Identified and presented the right set of experts to clients, conducting research seminars for industry insights.
- Provided solutions to global clients from the USA, Sweden, Germany, and England, catering to their specific concerns.
- Enhanced service quality and increased sales through in-depth knowledge of company products and services.
- Gained hands-on experience in managing dashboards and other CMS services.
- Conducted product research and gathered market insights through various research methods.
- Facilitated claims and payment adjustments with vendors to alleviate customer concerns.
- Trained and supervised a team of 5 to achieve high performance.

SKILL SET

- Upsell opportunities
 - Collections expertise
 - Staff development/training
 - Team leadership
 - Client meetings
 - Goal-oriented
 - Excellent communication skills
 - Relationship-building
 - Portfolio management
 - Strong lead development skills
 - Acquiring new customers
 - Business English
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Client Relations Associate

Infollion Research Services, India

May 2021- March 2022

- Responsible for generation and upholding the product newly launched by afaqs called "Marketplace".
- Segregating the data and identifying the potential client.
- One on one interaction with clients who have come on board with us.
- Interacting with them and understanding their issues.
- Initiating requests and getting the queries resolved also making them understand the UI/UX of the platform and assisting them thoroughly.
- Handing over the leads of prospects and clients to the Sales team and maintaining the leads daily.
- Conducting various surveys over calls and emails to understand the feedback of existing clients and interacting with them for better vision and goal in accordance with clients and market.
- Proper assistance to all sorts of issues related to the platform.
- Giving them a walkthrough of the entire platform and assisting aiding them with how to put the information.
- Evaluated market research outcomes for improved advertising strategy.