



# Sunil Makwana

Counselor

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## Languages

English (Fluent)

Hindi (Native)

## About

With extensive retail experience, I excel in customer service, handling inquiries, and maintaining operations. Fluent in English and Hindi, I'm adaptable to various settings and committed to delivering high-quality service with strong communication skills.

### BRANDS WORKED WITH

Student Corner

## Experience



### ● Head Counselor

Student Corner | Mar 2017 - Dec 2023

- Leadership and Supervision: Supervised and mentored a team of 11 counselors, providing guidance and support. Conducted regular staff meetings to discuss goals, issues, and updates.
- Overseeing daily operations: Managed the day-to-day activities and overall operations of the counseling department. Coordinated schedules, activities, and programs to ensure smooth operation and alignment with organizational goals. Supervised and supported a team of counselors, providing guidance and addressing any operational issues promptly.
- Managing staff: Supervise and support staff members, assign duties, and provide training as needed to maintain high-quality service delivery.
- Handling customer inquiries and concerns: Address customer questions, complaints, and disputes professionally and efficiently, aiming to resolve issues to their satisfaction while upholding office policies.
- Collaborating with management: Communicate regularly with the team to provide updates on operations, address concerns, and contribute to strategic planning initiatives aimed at enhancing customer experience and profitability.
- Training and Development: Trained new counselors and facilitated ongoing professional development. Ensured all staff were familiar with policies, procedures, and best practices. Promoted teamwork and a positive work environment.
- Documentation and Reporting: Maintained accurate records of participant progress, staff performance, and program activities. Prepared and submitted detailed reports to organizational leadership. Ensured confidentiality and proper handling of sensitive information.

## Education & Training

2013 - 2016 ● Sangam University  
Bachelor of Commerce,

2011 - 2012 ● GSHEB  
12TH,

2009 - 2010 ● GSHEB  
10TH,