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Summary

I am a dedicated professional with a diverse background in business development, public policy, education, and client relations. Currently, I lead Business Development, Relations, and Outreach at Adhyayan Quality Education Services, where I craft and execute strategies to enhance our impact and build strong relationships. My previous experience spans roles in political affairs, employee wellbeing, customer service, and education consultancy, where I honed my skills in strategic planning, communication, and leadership. With a Master's in Public Policy from the University of York and certifications in diversity, diplomacy, and project management, I bring a multidisciplinary approach to driving positive change and fostering meaningful collaborations.

Experience

Business Development, Relations & Outreach Lead

Adhyayan Quality Education Services

Jul 2024 - Present (2 months)

In my role as the Business Development, Relations, and Outreach Lead at Adhyayan, I oversee the development of our business strategy, collaborating closely with various departments, Executive Directors, and Founders. My responsibilities include guiding our communications, brand, and marketing strategies to enhance our impact and establish a strong brand presence among key stakeholders. Additionally, I manage client outreach and relationship-building efforts to ensure productive partnerships within our community. I also represent Adhyayan at meetings, events, and exhibitions, fostering robust business relationships.

Political Affairs Ambassador

The Borgen Project

Oct 2023 - Jan 2024 (4 months)

As an intern with The Borgen Project, I was responsible for leading public and political outreach in my region to advance the organisation's mission of reducing global poverty. Meeting with local government officials to advocate for policies and funding to address global poverty. Representing The Borgen Project at community events, business forums, and political gatherings. Assisting with fundraising initiatives. Creating personal campaigns to meet contribution targets. Mobilising individuals to contact government leaders in support of key poverty-focused legislation. Speaking to student groups, classes, and organisations as needed to spread awareness. Writing persuasive letters to political leaders, media, and stakeholders in support of major programs. As an intern, I combined communication excellence, resourcefulness, and passion for The Borgen Project's mission to be an effective advocate engaging my community and creating change.

Working Well Living Better (WWLB) Champion

Benenden Health

Aug 2023 - Dec 2023 (5 months)

As a WWLB Champion, I served as an advocate for employee health, safety, and engagement. I am passionate about cultivating a positive, supportive workplace culture. My main responsibilities included:

Innovating and advocating for new wellbeing initiatives to promote employee satisfaction and development. I shared ideas with senior leaders and cohort teams on programs to drive positive organisational change. Providing insights and feedback to the Wellbeing and Inclusion Group on how wellbeing activities and resources are received by employees. I highlighted emerging needs and challenges impacting workplace wellness. Promoting engagement in company-sponsored wellbeing events, trainings, and activities. I gathered feedback from colleagues to share with group chairs, aiming for continuous improvement. Keeping informed on the latest wellbeing best practices, resources, and trends. I disseminated relevant information to colleagues and encourage utilisation of available programs. Setting an example as a wellbeing role model. I displayed genuine care for colleagues' health and ability to thrive professionally while maintaining work-life balance. Collaborating with other Champions to benchmark success and support execution of a comprehensive wellbeing strategy. As a Wellbeing Champion, I leveraged my passion for workplace wellness and employee advocacy along with strong communication, influencing and collaboration skills. I am an organised self-starter who leads by example and eagerly stays up-to-date on wellbeing knowledge to be an effective advocate.



Member Services Advisor

Benenden Health

Apr 2023 - Dec 2023 (9 months)

As a Member Services Advisor at Benenden Health, I provided operational support and member care assistance for this not-for-profit healthcare mutual society. My responsibilities included:

Processing member claims efficiently utilising Benenden's healthcare IT systems and databases.

I generated accurate claims and provide knowledgeable claims advice to members. Serving as a frontline resource for all member support needs, whether answering claims and coverage questions or resolving issues through identification, logging, escalation, and follow-up. Conducting member data updates and modifications to policies, bank details, and other information while complying with security protocols. Collaborating cross-functionally to implement new services and resources that improve the member experience and access to quality affordable healthcare. Exemplifying Benenden's values of care, community, and contribution in all member interactions. In this role, I've sharpened my skills in healthcare administration, relationship-building, systems usage, digital literacy, attention to detail, and providing caring service to members.



Council Chair

University of York Graduate Students' Association

Nov 2021 - Nov 2022 (1 year 1 month)

As Council Chair for the Graduate Students Association (GSA), I led operations and strategic initiatives for this representative body at the University of York. My responsibilities included:

Chairing council meetings and ensuring all elected officers were accountable through reporting and updates on resolutions. Partnering with the GSA President to align our governance approach with association bylaws and improve transparency. Encouraging collaboration among council members

to develop and implement policies that addressed student welfare needs identified through surveys and direct outreach. Lobbying university administration through meetings and public talks to act on

GSA's policy recommendations for enhancing graduate student experiences. Leveraging strong public speaking skills to advocate GSA priorities at campus forums, recruit volunteers, and promote

civic participation. Managing and providing coaching to a diverse executive committee, delegating tasks based on individual strengths. Resolving internal council conflicts through active listening,

consensus-building, and upholding organizational bylaws. As Council Chair, I honed my abilities in team

leadership, problem-solving, project management, communication, and representing students' interests in policymaking discussions. This experience allowed me to enact meaningful change.

Consultant

Pearl Academy

Oct 2019 - Sep 2021 (2 years)

As an Education Consultant at Pearl Academy, I was responsible for structuring and instructing the History module for undergraduate students from the School of Open Learning, University of Delhi. My key duties included:

Designing the history curriculum, course materials, and mock examinations for distance learning students pursuing their Bachelor's of Arts. Managing schedules and lesson plans to deliver engaging virtual lectures and tutorials in line with program objectives. Providing meaningful feedback on student assignments and performance to support their academic growth and success. Advising students on alternative career prospects by highlighting transferable skills gained from their liberal arts education. Assisting the campus registrar and course leader with administrative tasks like admissions, enrollment, record-keeping, and reporting to improve processes. Recommending improvements to the course structure, assessments, and learning resources based on student feedback. Maintaining an open line of communication with participants to identify areas needing additional support. In this role, I leveraged my knowledge of history, teaching methods, communication, and education management to enrich the student experience and learning outcomes.

EXL Customer Service Executive

EXL

Sep 2018 - Dec 2018 (4 months)

In my capacity as a Customer Care Executive at EXL, I functioned as a vital member of the PAT Dispatch team, dedicated to servicing the Motor Insurance division of our U.S.-based client. My role encompassed the following responsibilities:

Conducting inbound and outbound calls, engaging with customers and service providers in a courteous and professional manner. Meticulously collecting pertinent details from members, locating a nearby contracted service provider, and collaborating with them to dispatch cost-effective and swift road services such as Jump Starts and Tows, striving for the lowest possible Estimated Time of Arrival (ETA). Authorising financial transactions and generating virtual payment methods when a contracted service provider was unavailable. I also ventured beyond the established network to ensure our customers received top-notch service. Managing the renewal process for membership payments, ensuring a seamless experience for our valued clientele.



General Secretary - Department of History

Hansraj College, University of Delhi

Aug 2016 - Aug 2017 (1 year 1 month)

As General Secretary for the Department of History at Hansraj College, I spearheaded student welfare initiatives and served as a liaison between students and faculty. Responsibilities included:

Developing and implementing policies to address student needs and concerns around academics, university services, and campus life. Leading outreach efforts through public speaking engagements and awareness campaigns to educate students on available resources. Organizing logistics for department-sponsored events, from venues to catering to equipment rentals. Managing an executive committee and delegating tasks to ensure successful and engaging programming for the student body. Overseeing the department's budget and making financially responsible decisions for funding events,

materials, and marketing. Motivating committee members to work towards shared objectives and providing mentoring on leadership, teamwork, and project execution. Advocating for students' interests in university administrative discussions and negotiations to ensure their voices were represented in policymaking.



Director

Interact: Rotary Sponsored Club

2013 - 2014 (1 year)

I served as an appointed Director for the Interact Club at Kulachi Hansraj Model School, New Delhi, India for a one-year term, leading operations for this community service group affiliated with Rotary International. As Director, I worked diligently to uphold the Club's vision and goals focused on developing youth leadership and creating positive change locally and globally. My primary responsibilities included:

Planning, coordinating, and monitoring weekly Club meetings and special service activities aligned with Interact's mission of empowering young leaders through service. Delegating tasks to committee heads and club members while providing guidance to help them succeed in their roles. Assisting the President in managing relations and partnerships with school administration and the sponsoring Rotary Club. Contributing ideas and solutions to increase member engagement, volunteer participation, and impact of Club projects. Handling logistics such as scheduling, supplies, and budgeting needs for Club events and initiatives. Promoting Interact's activities through presentations, social media, and outreach to attract new members. Through this experience, I gained invaluable leadership, project management, and teamwork skills that allowed me to play an integral role furthering Interact's community service objectives.

Education



University of York

Master of Arts - MA, Public Policy and Public Administration

Sep 2021 - Sep 2022

From patterns of global trade and finance to state restructuring, this dynamic course gave me a detailed insight into the decision-making processes that govern our lives. I developed special expertise to conduct high-quality research in public policy and administration. Modules covered :

1. Theories of the Policy Process
2. Comparative Institutions and Public Policy
3. Public Management and Delivery
4. Principles of Policy Advice
5. Governing for the Environment
6. Introduction to Qualitative Methods and Data Analysis



Hansraj College

Bachelor of Arts - BA (Honours), History

2015 - 2018

At a general level, the course instructed me as a student on how to read and process data on people, societies, cultures, events, and places. As an outcome of this course, I developed a sense of how interconnected our present is with the past and how learning about the past provides us with the skills to understand the present. Modules covered :

1. Social Formations and Cultural Patterns of the Ancient World

2. Rise of the Modern West
3. History of India
4. History of China and Japan
5. History of Modern Europe

Licenses & Certifications



Defining Diversity, Equity and Inclusion in Organizations - Rice University
G2JJDN9QCXNP



Global Diplomacy – Diplomacy in the Modern World - University of London
4HXHS6RCNGY7



Foundations of Project Management - Google
6CXXANSYQ6PW

Skills

- Program Coordination
- Research Skills
- Presentation Skills
- Content Creation
- Interpersonal Skills
- Strategic Planning
- Business Strategy
- Communication
- Problem Solving
- Team Management

Honors & Awards



The Bronze Standard - The Duke of Edinburgh's International Award -
International Award For Young People (IAYP)
2012

The basic structure of the Award consists of 4 mandatory sections - Voluntary Service, Adventurous Journey, Skills, and Physical Recreation.



1st position for Essay Writing in English (Global Peace) - Shri Rama Chandra
Mission and UN Information Centre for India and Bhutan
2009

1st position for Essay Writing in English (Global Peace) - The Annual All India Essay Writing Event of 2009 (Organized by Shri Rama Chandra Mission and UN Information Centre for India and Bhutan)