

# Khushboo Singh

Quality Analyst- Overseas Education Specialist

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## Summary

Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy.

## Skills

- Ability to work quickly and manage a heavy workload under pressure
- Correction action planning
- Good communication skill
- Dedication and positive approach

## Work History

### IDP EDUCATION as Quality Analyst

AUG 2022 to till Date

#### Quality Assurance:

Conduct thorough reviews of Australia applications, documentation, and processes to ensure compliance with international education regulations and company standards.

#### Data Analysis:

Utilize data-driven insights to identify areas for process improvement and efficiency, leading to enhanced student experiences and operational excellence.

#### Problem Solving:

Address and resolve issues or challenges that may arise during the study abroad journey, ensuring that students have a seamless and positive experience.

#### Process Enhancement:

Collaborate with the operations team to identify bottlenecks, streamline workflows, and improve the overall efficiency of study abroad processes.

#### Reporting:

Prepare and present quality reports and metrics to management, highlighting areas of improvement and tracking progress over time.

#### Documentation and Compliance:

Ensure that all documentation and processes adhere to international education regulations and make recommendations for updates when necessary.

### ApplyBoard India as a -Customer Experience Document Specialist-

March'2020 April'2022

#### Application Processing:

Evaluate student applications for study abroad programs, ensuring all required documents are complete and accurate.

Maintain an organized system for managing application materials.

Submit finalized applications to universities in a timely manner.

**Eligibility Criteria Compliance:**

Process applications in strict adherence to eligibility criteria set by universities and educational institutions.

Optimize application content to maximize the conversion rate of accepted students.

**Destination Management:**

Handle study abroad applications for students interested in both Canada and UK

Stay updated on the latest visa regulations and admission requirements for these two destinations.

**University Coordination:**

Establish and maintain communication with universities and colleges to facilitate application feedback and updates.

Ensure that application materials follow the specific requirements of each institution.

**Auditing and Quality Assurance:**

Assist in the auditing of study abroad applications to verify their accuracy, completeness, and adherence to quality standards.

Identify areas for improvement in the application process and recommend necessary adjustments.

**RUS Education as a Team Lead****May'2018 – Feb'2020**

- Responsible for Hard core sales, converting leads into admissions
- SPOC right starting from counselling till the departure time
- Conducting seminars in PAN India
- Handling social media marketing for endorsing MBBS program in Russia on different platforms.
- Taking complete care of documentation process starting from enrolling fill
- VISA process.
- Responsible for team's target
- Conducting trainings for team.
- Preparing PPTs for different seminars.
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**Shri Ram Global School as a Lead Nursery Teacher****Apr'2017 -Mar'2018**

- Supported diverse learners with tailored instructional techniques, increasing individual student progress and overall class performance.
- Maintained accurate records of student attendance, behaviour, and achievement data to inform instructional decisions and track progress over time.
- Developed creative projects to enhance the curriculum and foster student engagement.
- Cultivated strong relationships with parents and families, fostering a supportive community around the nursery school program.

**Kids castle as a Student Counsellor****Apr'2016 – March'2017**

- Organized peer mentoring programs that paired younger students with upperclassmen role models who could provide guidance on academic success strategies or social-emotional challenges faced during adolescence years.
- Participated in ongoing professional growth opportunities like conferences, workshops, and webinars to stay current on best practices in the field of school counselling.

- Improved school retention rates by developing and implementing targeted intervention strategies for at-risk students.
- Assisted students in setting realistic academic goals, creating action plans to achieve them, and monitoring progress towards those goals over time.

**Euro Kids - Teacher****April 2014 - Mar 2016**

- Managed classroom behaviour effectively by establishing clear expectations, modelling appropriate conduct, and consistently enforcing established rules and consequences.
- Provided one-on-one support for students with learning disabilities, enabling them to excel in their coursework.
- Mentored new teachers, sharing best practices and providing guidance to help them adapt to their new roles successfully.
- Organized extracurricular activities such as clubs or field trips that enriched students' learning experiences outside the traditional classroom setting.

**Education History****B.Ed: English, Economics - 2014**  
**Maharishi Dayanand University****Bachelor of Arts: Arts- 2012**  
**Manov Bharti University****High School – 2006**  
**CBSE****Language**  
**Proficiency****English & Hindi****Personal Details****Date Of Birth / Age: 19/12/1988**  
**Marital Status: Married**  
**Nationality: Indian**