



Ishika Malik

OBJECTIVE

Career objective is to work in an environment which provides opportunities to enhance skills and apply them to grow parallel with the organization.

CONTACT

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EDUCATION

Certified Course in Aviation, Hospitality, Travel & Customer Service

Frankfinn Institute of Vocational Training,
April 2023 – September 2023

Bachelors in Business Administration

IP University, Delhi, August 2019 – May 2022

Senior Secondary - CBSE

DAV Public School, Dwarka 2018 – 2019

Higher Secondary - CBSE

DAV Public School, Dwarka 2016 – 2017

SKILLS

Problem solving
Stress Handling
Time Management
Strategic & Critical Thinking
Attention to Detail
Leadership
Public Speaking
Collaboration

EXPERIENCE

ADMISSION COUNSELLOR & FRONT DESK EXECUTIVE

**Excelsior American School, Golf Course Road, DLF
Phase V, Gurugram | September 2024 – Till Date**

- Fetching data from LSQ portal to check for prospective parents looking for admission of their wards and fixing appointments.
- Handling enrolment process: briefing parents on fee structure, maintaining learner files and updating them, ensuring follow up calls, seeking feedback from parents, scheduling appointments etc.
- To conduct campus tours of prospective parents during the admission process.
- Responsible for efficiently managing the front desk, welcoming guests, handling inquiries, coordinating with day care team, academic heads & HR.
- Providing exceptional administrative support – oversee sales of uniform & textbooks, issue gate pass, managing dispersals, content management for social media Team.

Teamwork
Goal Oriented

LANGUAGES KNOWN

Proficiency in English & Hindi

HOBBIES

Listening to Music
Dancing

INTERNSHIP & PROJECT

Internship

Wipro Limited, Bangalore | June 2021 – August 2021

Project

Attitude of Customers towards Cashless Economy | February 2022 – April 2022

SPICEJET LIMITED

Customer Service Executive | December 2023 – April 2024

Responsible for serving customers and delivering utmost customer satisfaction Handling services as Ground staff like managing check-in counters, boarding gates, arrivals & ATO.

ACCOMPLISHMENTS

- Participated in Inter College Debate Competition
- Participated in Commerce Teacher's Foundation.
- Organized several events in school and college and have hosted them as well
- Part of College's Entrepreneurship Development Cell
- Was an active member of Interact Club