



Tête-à-tête #14



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About the University:

MCPHS is a healthcare-focused university in the United States. The university promotes international and comparative perspectives in teaching and learning. Over 800 international students come to MCPHS to study each year. More than 100 programmes are offered by the university across its three campuses in Boston, Manchester and Worcester.

1. What does a typical work day look like for you?

My typical work day involves interaction with both students and institutions. My goal is to answer student queries and reach out to students in an effective manner. In order to achieve this, I participate in agent fairs and respond to student queries received through student portals and the website. I provide assistance to customers mainly in four key areas: inquiry, enrolment, application and visa process. I also engage with various institutions to build partnerships at different levels.

2. Your job entails a lot of travel and juggling different goals. What do you do to cope up with all the challenges?

I usually pre-plan a lot for my travel and work. Whenever I need to travel for business purpose, I would plan well in advance so that I could try to understand the potential challenges which would help me in managing associated risks. This would also help me in utilising my time very effectively for organising various interactive sessions for prospective students. Many a time this approach helped me in avoiding unnecessary visits to different locations.

3. What is your biggest challenge while dealing with the Indian students?

MCPHS offers undergraduate and advanced programmes across the entire healthcare spectrum. From a recruiter's point of view, ensuring the enrolment of high quality students for our programmes is very important. Many Indian students with excellent academic profiles end up with low TOEFL and IELTS scores and this has always been major challenge.

4. What is the best part about your job?

The best part about my job is the time I get to interact with students by providing guidance. I am very proud of the fact that I have been playing an important role in the decision-making process of many students in choosing their study destination. In order to achieve that, I not only provide information about MCPHS and help them in submitting the application but also support students all the way up to obtaining their visa. If the students are happy about my guidance and other support provided to them for making an informed decision -- mission accomplished.

5. What aspects of your job you like less?

Frequent travels, especially those undertaken in response to urgent business requirements, always have an impact on my family. However, I am fully aware of the fact that it is an important aspect of my job.

6. What do you consider your greatest achievement? You can quote from outside your work too.

One of the most satisfying moments of working in this sector is when the family members of students express their gratitude for positively assisting them in making one of the important life choices for their child. Their appreciation means a lot to me and I consider it as an important professional achievement.

I am actively involved with an NGO started by my brother "Sushant Foundation." We provide free medical consultation services to financially weaker sections and have managed to reach out to more than two thousand people till date. In some cases, we also provide free medicines if people cannot afford them. I am very proud of being a part of this initiative.

7. Highlight one thing about MCPHS that you cherish the most?

One thing I cherish the most about MCPHS is that it is a highly focused and specialised institution. The management clearly understands its strengths, core competencies and USP and know how to convert these into providing high quality learning and training experience for students.

8. What is the one skill that is absolutely necessary for your job?

In my opinion, passion, communication and flexibility are the three key pillars necessary for excelling in this sector. Passion towards the industry and towards helping students to achieve their goals is a prerequisite in this sector. Flexibility and communication skills supplement passion. Being flexible is critical since a lot of business travel is involved and there could be last minute change in actual schedules. Further, being able to communicate effectively across multiple stakeholders, marketing, faculty and admission team at the MCPHS, students, parents in India, etc. is another important skill that is absolutely necessary for my job.

9. What is the one skill you would most want to acquire?

Leadership skills- I wish to lead by example in all situations by setting high standards of ethics and sense of responsibility. Further I believe that, a leader should have short term as well as long term

vision about the goals to be achieved. Also, I would like to develop my skills in effectively aligning strategy with tactics to achieve goals which would help me to reach my full potential.

10. What are your hobbies?

I enjoy playing games such as tennis and cricket. I am also an avid foodie and love to cook. I experiment with a lot of recipes and many turn out well. But most importantly, during my free time, I spend time with my family and my four-year old daughter.