|  |  |
| --- | --- |
| **SINTO**  [**SINTO.275433@2freemail.com**](mailto:SINTO.275433@2freemail.com) |  |

**Profile:**

I am an experienced management professional with a career driven mind-set and 8+ years of managerial experience in education, retail, marketing, and compliance zones. I am well experienced in developing strategies to meet business needs and proficient to act pro-actively in complex situations. I am an experienced professional with a can-do attitude and focused always on betterment. Presently I am seeking for a suitable management position in a fast growing organisation where I can utilize and improve my skills.

**Academic Qualifications:**

* Pursuing ACCA (Distance Learning through Open tuition), UK.
* Master of Business Administration in May 2012, from Glyndwr University, UK.
* Postgraduate Diploma in Business Administration in July 2010, from University of Wales, UK.
* Bachelor of Science (B.Sc.) in Mathematics in April 2008, from University of Calicut, India.

**Professional Qualifications:**

* Microsoft Office in August 2008 from Techmosys, India.
* Adobe Photoshop in October 2008 from Techmosys, India.

**Employment History:**

**Administration Manager**

*Glyndwr University, UK August 2011 to January 2016*

Reporting to Campus Registrar, my primary responsibilities were spread over three areas:

*Immigration & Compliance*:

* Liaising with academic divisions to ensure University comply with the UK Visa & Immigration’s policies & procedures as a Tier 4 Sponsor.
* Liaising with departments to develop strategies to retain University’s Tier 4 Sponsorship and HTS status.
* Evaluating students Immigration files/cases and provide precise and appropriate guidance to students in their immigration matters.
* Providing comprehensive student files and other necessary data to the Immigration & Compliance Team during the UK Visa & Immigration audits.
* Uploading & confirming attendance sessions on register, monitoring Student’s attendance, and taking necessary steps as per the University’s attendance policy against absentees.

*Administration & Student Support:*

* Working closely with SPC & SDS to gather essential, accurate & up-to-date data and upload it to Student Record System & create student’s file.
* Prepare reports and briefs for management committees evaluating administrative services.
* Planning, organising, directing, controlling and evaluating the operations of student administration office.
* Plan, administer and control budgets for contracts, equipment and supplies.
* Acting as First point of contact for students, staffs and externals for any inquiries by email, phone and at the desk.
* Organising open days, enrolment, induction and supporting graduation ceremonies & events.
* Processing Student’s ID card, Timetable, SCONUL Access Card, enrolment letters, 18+ TFL oyster cards, and staff’s ID card.
* Recruiting Student Ambassadors as needed and acting as their Line Manager.
* Handling the ad hoc office duties.

*Academic Support:*

* Providing administrative support for the Heads of School, Programme Leaders (PLs) and Module Leaders.
* Ensuring students’ withdrawals, suspensions, sickness/absence forms, EC claims are followed accurately and liaise with SDS & SPC to ensure those are recorded.

**Administrative Assistant**

*London School of Management & Science Ltd, UK June 2010 to July 2011*

Main Responsibilities:

* Working closely with Student Administration Team to gather essential, accurate & up-to-date data and upload it to Student Management System & create student’s file.
* Liaising with Programme Co-ordinators to follow the College’s policies & procedures related to Tier 4 student’s attendance monitoring and withdrawal of students, to support UK Visa & Immigration compliance and retention strategies.
* Monitoring students’ attendance on Biometric system and taking necessary steps as per the college’s attendance policy against absentees.
* Organising students’ admission days, enrolment, induction, award ceremonies, and students’ cultural events.
* Acting as First point of contact for students and staffs to provide advice on college’s policies, regulations and procedures by email, phone and online.
* Issuing Student’s ID card, enrolment letters, and staff ID cards.
* Managing College Hostels and students’ concierge services.
* Handling the ad hoc office duties.

***PRO Assistant***

*Edmonton Education Consultancy, London - UK February 2009 to May 2010*

Duties and Responsibilities:

* Assisting PR Manager in planning, developing and implementing PR strategies.
* Liaising with and answering enquiries from media, individuals and other organisations, often via telephone and email.
* Researching, writing and distributing press releases to targeted media.
* Writing and editing in-house magazines, case studies, speeches, articles and annual reports.
* Preparing and supervising the production of advertising brochures, handouts, direct mail leaflets, promotional videos, photographs, films and multimedia programmes.
* Organising events including press conferences, exhibitions, open days and press tours.
* Maintaining and updating information on the organisation's website.
* Managing and updating information and engaging with users on social media sites such as Twitter and Facebook.
* Fostering community relations through events such as open days and through involvement in community initiatives.

**Shift Supervisor**

*VeePees Textiles –Fashion Store, India June 2006 to October 2008*

Main Responsibilities:

* Acting with integrity, honesty and knowledge that promote the culture, Values and mission of VeePees.
* Anticipating customer and store needs by constantly evaluating environment and customer for cues.
* Delivering legendary customer service to all customers by acting with a customer come first attitude.
* Developing positive relationships with shift team by understanding and addressing individual motivation, needs and concerns.
* Following all cash management and cash register policies and ensures proper cash management practices are followed by shift team.
* Executing store operations during scheduled shifts. Organising opening and closing duties as assigned.

|  |  |
| --- | --- |
| **Key Attributes** | **Frequently Used Software/Databases** |
| * Friendly & Interactive. * Average Typing Speed (55wpm). * Flexible and Approachable. * Punctual and Reliable. * Hands-on and Assertive. * Collaborative and a Team Player.   **Workshops Attended**   * Problem Solving & Decision Making. * Dealing with Difficult People. | * SITS- Student Records System. * SMS- Student Management System. * UK Visa & Immigration Sponsor Management System. * Centurus ONE- University Admissions Management System. * CaptureIT- Biometric Fingerprint Attendance Capturing system. * Dionysus Register- Swipe Card Attendance Monitoring System. * Novacroft- Traffic for London (TfL) Oyster Card Application System. |
| **Key Skills** | **Proficient In** |
| * Good Judgement skills. * Strong Negotiation skills. * Strong Monitoring skills. * Skills to Work under Pressure. * Strong Work Allocation skills. * Sound Motivation skills. * Excellent Decision-making skills. * Strong Communications skills. * Excellent Technical skills. * Strong Analytical and Numerical Skills. | * Microsoft Office. * People Management. * Quality & Compliance Audits. * Sales & Customer Service. * Strategic Business Decision Making. * Office Management. * Managing conflicting demands. * Task prioritising. * Creating good rapport |

**Voluntary Work**

* Worked for Natural Social Club in St. Aloysius College from June 2005 to Mar 2008.
* Worked for St. Vincent de Paul (Parish Charity) from Aug 2006 to Sept 2008.
* Worked for Christian Life Community (Parish spiritual society) from Mar 2004 to Sept 2008.

**Achievements**

* Best Employee of Year Award from VeePees Textiles, 2007.
* Distinctive Appreciation Letter from Pro Vice Chancellor of Glyndwr University, 2014.
* Elected as General Captain through College Election, 2007-08.
* Won prizes on cultural activities, sports & games.

|  |  |
| --- | --- |
| **Personal Details**  Date of Birth : 06 August 1987  Nationality : Indian  Marital Status : Married | **Languages Known**   * English : (Expert in both written and oral) * Hindi : (Beginner) * Tamil : (Beginner) * Malayalam : (Expert in both written and oral) |