**CURRICULUM VITAE**

**Meenu**

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**CAREER OBJECTIVE:**

Seeking an appropriate position to utilize my abilities and skills in an organization that offers professional and personal growth while being resourceful and flexible.

**CAREER HISTORY:**

* **MWT Institute of Health Management, Kochi**

**Content Writer and IELTS Trainer**, July 2012 until March 2013.

Responsibilities: ­

* **Course Management**: Managing the E-learning courses according to the proficiency level of the students and resolving the course tickets.
* **Content Writing**: Preparing and uploading content for English E-learning courses in Learning Management System (LMS-Moodle), PowerPoint Presentation in Articulate and Storyline.
* **Marketing**: Marketing of the Courses to relevant customers and clients including tele-marketing, answering and clarifying calls and queries.
* Conducting and being actively involved in daily team briefings and communicating effectively with all areas of the operation.
* Working in collaboration and coordination with Graphical Designers, E-learning support and IT team in developing courses and timely delivery of the course.
* Providing on the job performance monitoring and coaching to enable individuals to understand their current competency level and expected level of work performance.
* Managing conflict resolution and facilitate service recovery situations with clients.
* Being visible to ensure that the highest level of service is provided in a professional manner
* Training the clients for International English Language Testing System (IELTS) to attain the highest score as per British Council Standards.
* Training Clients and Corporates (as per requests) in Communication Skills and Customer Handling Skills.
* **P.D Hinduja College of Nursing, Andheri, Mumbai**

**Clinical Instructor**, July 2011 to January 2012.

Responsibilities:

* Follow and support program curriculum and objectives.
* Review course syllabus and time sequence for student learning.
* Provide written documentation for assessments and evaluations with students.
* Work with faculty in formal assessments of students.
* Maintain objectivity when assessing students.
* Provide positive reinforcement to students in the clinical setting.
* Communicate with faculty assigned to clinical course regarding student performance and concerns.
* Being available to address immediate concerns of the student.
* Be a liaison between students and department staff.
* Scheduling classes with guest lecturers.
* Supervision of students during clinicals.
* **Dr. L.H.Hiranandani Hospital, Powai, Mumbai**

**Staff Nurse** in Medical and Surgical Department, January 2010 to April 2011.

**EDUCATIONAL QUALIFICATION:**

* **Master of Business Administration – Human Resources**

Period : 2012 – 2015

University : Sikkim Manipal University for Distance Education, India.

Institution : SMU - DE, India

* **Bachelor of Science - B.Sc - Nursing**

Period : 2006 - 2009

Institution : VIMS - Mother Theresa College of Nursing, Vijayawada.

* **Higher Secondary Education – HSE (Science)**

Period :2003 - 2005

Institution : St. Mary’s Junior College for Science & Commerce, Mumbai.

* **School Education**

Institution : Indian Airlines Ideal School, Mumbai

**ADDITIONAL QUALIFICATIONS and SKILLS:**

Certification : International English Language Testing system (IELTS)

Overall Band : 8

* Knowledge of Computer – MS Office and Internet.
* Strong understanding of online marketing ecosystem and deep understanding of all online marketing channels (e.g. Direct, Social Media, Display, Affiliate, E-Mail, Newsletter, SEM, SEO
* Expertise in conversational written English, and a proven track record of creating beautiful content experience
* Strong writing and research skills to meet online marketing goals for the customers.
* Highly organized, proactive and detail-oriented with a proven track record of delivering projects on-time
* Self-Motivated, Goal Oriented And Confident.

**EXTRA CURRICULAR ACTIVITIES AND OTHER INTERESTS:**

* Participated in various activities such as elocution and essay writing competitions, general knowledge and science quizzes at inter-school and inter-college level

Hobbies include writing, reading, dance and music.

**PERSONALITY TRAITS:**

* Comprehensive problem solving abilities.
* Good verbal and written communication skills.
* Excellent interpersonal skills, ability to work well with others, in both supervisory or support staff roles.
* Ability to work effectively under stress and crisis.
* Leadership Qualities.
* Substantial experience and outstanding skills in customer care service.
* Accustomed to working in fast paced, multi-cultural environments with the ability to think quickly and successfully handle difficult clients.

**PERSONAL DETAILS:**

Name : Meenu

Date & Place of Birth : 29-August-1986, Haripad

Gender : Female

Marital Status : Married

Religion : Christian

Nationality : Indian

Languages Known : English, Hindi, Malayalalm, Marathi and Telugu.

**Visa Details**

Visa : Husband’s Visa

Expires on : 03-March-2017