**Rebecca**

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# OBJECTIVE

Aspire to enter an organization of repute which can utilize the inherent talent to the maximum and to work on a challenging and dynamic project with good amount of freedom and corresponding work responsibility.

# Professional Summary

* An astute professional with over 12 years of cross functional experience in the areas of HR, Business Excellence, with strong background in Training and Communication.
* Forerunner with ability to motivate teams in surpassing their performancestandards.
* Expertise at selecting and using training/instructional methods and procedures appropriate for the situation.
* Versatile, high-energy professional who supports and enhances Human Resources initiatives by driving results and contributing to team efforts by accomplishing establishedgoals.
* Excellent communication, Organizational abilities, Multi-tasking, Detail oriented, Meticulous performer, Positive attitude, presentation and interpersonalskills.

# ACADEMIC ACHIEVEMENTS

2010 - **Post Graduation Diploma in Human Resource Management** from Mysore University, India. 2003 - **Master in English** University of Mangalore, Karnataka, India

2001 - **Bachelor of Arts in English** University of Mangalore, Karnataka, India

# PROFESSIONAL EXPERIENCE

**, AbuDhabi,UAE 2014- 2016**

**Business Excellence Manager**

* Worked closely with the CEO to develop strategic plans and accomplish operationalgoals
* Support in the development of quality-related policies, procedures, and processes to ensure effectiveness and efficiency ofoperations.
* Key player in helping the organization to identify, develop, implement and monitor Business Excellence initiatives, concepts and assist in the integration of Management Systems across the organization.
* Assist in developing and maintaining the Business Excellence culture by ensuring maximum success of all necessary initiatives such as establishing quality policies, reviewing processes and ensuring continual quality improvement moves within the businessunits
* Support projects which are directly related to the improvement of the QMS, in relation to process approach, process review, document management, customer satisfaction and other measurementmechanisms.
* Assure proper update of policies and procedures for the various areas of the company.Identify opportunities for processimprovements.
* Provide excellent customer service provided to the whole organization while maintaining the quality and safety standards in accordance with ISO / Business Excellence / legislative requirements to meet the businessobjectives.
* Responsible for the provision of documents, information and a variety of administrative services supportng other departments in the company.
* Design and implement the performance management system which is linked to the central vision and objectives of thebusiness.

# HR TRAINING MANAGER

* Train multiple levels of management staff on orientation, diversity, leadership, Teamwork, coaching, counseling, effective communication and employment related issues.
* Knowledge of departmental administrative management practices, processes and procedures
* Work closely with senior management to identity, develop and implement training and development programs in line with the business objectives.
* Develop, implement, conduct and monitor training programs
* Evaluate training goals, guidelines and effectiveness of training program.
* Identify training needs of Team Members at all levels.
* Communicate with all levels of staff to develop needs.
* Use evaluation tools to measure effectiveness of training programs.
* Develop multimedia visual aids and presentations.
* Evaluate needs of company and plan training programs accordingly.
* Serve as HR point of contact for directors and other employees for inquiries and administrative issues.
* Delivery of training to employees on a regular basis- e.g. induction training; quality training; training on performancemanagement

**Phoenix Training Solutions,** AbuDhabi,UAE 2013-2014

# Training Manager: HR, Soft Skills & English Language

* Handled the part of pool management and coordinated for the activities for needs of employees forupgrading their softskills
* Responsible for delivering effective Training in English Language, IELTS & SoftSkills
* Assigned the tasks of implementing training programs as per the guidelines of theorganization
* Accountable for evaluating feedback by using prescribed format and enhanced the effectiveness of futuretrainings
* Responsible for planning, creating and executing training programs and techniques toclients
* Coach managers on the process of evaluating employees, setting goals, conducting objective performance reviews, and recognizing and awarding performance to improveproductivity
* Coach managers on the process of evaluating employees, setting goals, conducting objective performance reviews, and recognizing and awarding performance to improveproductivity
* Manage and organize training avenues, logistics, transportation to achieve effective training and attendance.
* Used a practical, applied approach to teach English language lessons that are in line with course and program goals to meet the needs and aspirations of the students and thecommunity.
* Developed and utilized various educational technology resources to ensure that effective and innovative instruction methodologies areemployed
* Applied strategies to ensure effective learning is achieved within a second language environment, providing continuous feedback on student progress through a variety of assessment tools, including tests, projects, assignments and other evaluationinstruments

**Regional Educational Institute,** AbuDhabi,UAE 2011-2013 English Language Instructor, Soft Skills & HRTrainer

* Develop behavioral training programs, provide both internally and externally and ensure it is aligned with the identified training needrequirements.
* Organized quality and cost effective training and ensure effective and timely administration of the trainingprograms.
* Handled the responsibilities of preparing training materials like presentations and handouts
* Implemented methods to assess training effectiveness on the job to gauge post-training skill development of employees and to suggest enhancements in the trainingapproach.
* Effectively used communication and interpersonal skills to interface and convey the needs and concerns of personnel, and visitors both verbally and inwriting.
* Conducted various adequate trainings on CV writing, English Language, IELTS, Business Communication and Soft Skills for UAE nationals andothers.
* Worked on course outlines, managed the delivery of training program & the course evaluation process.
* High-impact communicator effectively presenting and conveying information through written and verbal contact with customers, team members, and top-tierexecutives.

**ICFAI National MBA College**, India ( PostGraduateCollege) 2006 –2011

# English Instructor, Soft Skills Trainer, HR & Placement Coordinator

* Trained both U.G. & P.G. students English & Communication. Areas including Personality Development, Interview Skills, Group Discussion and a host of other topics
* Worked on university and internal examination question papers and evaluatedthem.
* Hands on in Business Communication, CV writing, Human Resource & implemented Corporate Training
* Worked as a instructor for Business Ethics & Corporate Governace
* Formulate course materials, assignments, andhandouts.

**Crossland College**, Brahmavar, Udupi (UnderGraduate College) 2005 -2006

# Soft Skills Trainer & English Instructor

* Designed and developed training and development programs based on organization's and individual'sneeds.
* Worked in a team to produce programs that were satisfactory to all relevant parties in the organization, such as line managers, accountants and senior managers at boardlevel.
* Assisted in managing the delivery of training and developmentprograms.
* Ensured that statutory training requirements weremet.

**Sri Sharada College**, Basrur, Udupi (UnderGraduateCollege) 2003 -2005

# Soft Skills Trainer & English Lecturer

* Used a practical, applied approach, to teach the courses that are in line with the curriculum and program goals to meet the needs and aspirations of the students and thecommunity
* Developed and utilized various educational technology resources to ensure that effective and innovative instruction methodologies areemployed
* Applied strategies to ensure effective student learning is achieved within a second language environment, providing continuous feedback on student progress through a variety of assessment tools, including tests, projects, assignments and other evaluationinstruments
* Implemented varied strategies & assessments in order to accommodate diverse needs of learners who shifted from variousplatforms.
* Exploration and implementation of new teaching techniques and instituted diverse programs to promote reading, writing, speaking & listening skills which encouragedparticipation.

# Conducted Training on the following Areas for the UG, PG & Corporates :

Complaint toCompliment

Fish Philosophy- Motivation

Customer Service

BusinessCommunication

TechnicalCommunication

PresentationSkills

Behavioral Communication

Professional Etiquette

Negotiation Skills

Effective Communication

Corporate Etiquette

AssertivenessSkills

SoftSkills

TimeManagement

BusinessEtiquette

PersonalityDevelopment

Professionalism

TelephoneEtiquette

CorporateEffectiveness

BusinessEthics

Positiveattitude

Customer SupportSkills

Personality Development

Body Language.

Leadership Skills

Interviewing Skill

Stress Management

Conflict Management

Team Building

IELTS, TOEFL

# ACHIEVEMENTS

* Certified Soft Skills Trainers’ Certification Program (SOFTCOM) conducted by INC HQ, T&PC,2008.
* Was a Guest for a Reality Show about the importance of CommunicativeEnglish
* Was the paper setter for Optional English and General English Question Paper for Mangalore University and SikkimManipalUniversity.
* Awarded the Proficiency Award and the Women’s Championship Award for three consequent years at the GraduationLevel.
* Recipient of the Most Outstanding Student Award for the year 2000 – 2001, Instituted by the Rotaract Club,Brahmavar.

# ARTICLE PUBLISHED:

* An article on "Romantic Quest and Seduction, The Absolutes of Time, Self and Freedom in F. Scott Fitzgerald’s ‘The Great Gatsby’s" published in the ICFAI University Journal of AmericanLiterature.

# PAPER PRESENTED:

* Presented a paper on “Experiential Exercises as Pedagogy to Facilitate Effective Teaching-Learning in Communicative English: A Critical Appraisal of INC Model”, at the State Level Seminar on Communicative English held at Mahaveera College, Moodabidri in2008.

# STRENGTHS

* Apt people management skills / interpersonalskills
* Strong organizational and excellent communicationskills
* Result oriented with strong persuasiveskills.
* Sufficient Background in ProfessionalTeaching& Training

# PERSONAL DETAILS

Nationality : Indian

Languages : Fluent English, Hindi, Konkani, Kannada,Tulu

*References: Will be furnished on demand*