***Sheldon.368777@2freemail.com***

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*Qualified & Experienced Student Relationship & Administration Executive with 12 years of progressive work exposure. With a consultative approach to issues, a proactive desire to improve my skills and the willingness to go the extra mile to deliver, I am looking for a unique opportunity to join a company where I will be able to learn the necessary hands on management skills needed to grow with the company and progress my career.*

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***Career Summary***

**Jigsaw Academy Pvt. Ltd. -** *October 2015 – January 2017*

***Student Relation Executive***

* *Assist students to prepare a promising job or a vocational course in Analytics that would suit their interests, moreover update knowledge of the current career opportunities in the field of Analytics.*
* *Proficiency in database contact management applications and contact management strategies.*
* *Proficiency in verbal and written communication and interpersonal skills.*
* *Extensive knowledge in dealing with students and deciding the correct career option that would suit their interests and talent.*

*Roles & Responsibilities*

* *Handling Enquiry and counselling with new students for Analytics.*
* *Responsible for giving satisfaction to students about the various facilities and courses.*
* *Responsible for registering requests and complaints given by the students.*
* *Life skill training and counselling programs as per requirement of the students.*
* *Conducted counselling sessions for students from various fields.*
* *Conducted several seminars on job counselling for school as well as university students and provided them with the latest information in several professional fields.*
* *Conducted a thorough research of the current job trends and promising career opportunities*
* *Prepared, maintained and updated student records.*
* *Delivered several lectures on personality development for school and university students.*

**T GS BPO PVT LTD - 2014 - 2015**

*Project Head*

*Roles & Responsibilities*

* *Handle commercial communication, administration, office management, public relations and related duties in the organization.*
* *Report to the Director Administration on various business goals / targets accomplished.*
* *Provide team support and ensure proper coordination amongst employees / departments.*
* *Handle procurements of Office stationary, office automation system, uniforms for staff, office furniture.*
* *Coordinate with the Principal on day-to-day functioning of the school.*
* *Handle local recruitment and training of staff independently.*
* *Stock management, maintaining stock records for the department and ensuring that the minimum stock levels are maintained always in the department.*
* *Prepare and submit annual Capex budget for Administration & Commercial requirements for the forth-coming year.*
* *Ensure that the expenditure is curtailed within the proposed budget*
* *Supervise day-to-day back office activities and attend complaints.*
* *Reporting and updating the director on the development of the project.*
* *Procurement of furniture & fixtures for the new project / offices*

**ScoreGetter Test Preparation Pvt Ltd -** *December 2012 – Sept 2014*

***Freelance Verbal Faculty***

*Responsible for teaching and guiding students through IELTS exams and implement teaching strategies that are in sync with the company's vision and core values.*

*Roles & Responsibilities*

*Enhancing the reading and writing skills of students and helping them prepare for IELTS examinations. Apart from which, I was in charge of managing classes and preparing lessons to be delivered to students and ensuring quality and high standards of training, evaluating and providing appropriate feedback to students.*

***Helen O’ Grady International*** *– November 2009 – November 2012*

*Trainer*

*Roles & Responsibilities*

* *Teaching drama, dance and poetry,*
* *Voice and Accent Training: Handled 30 direct participants / students comprising of both Under Grad / Post Grad fresher’s and experienced professionals.*
* *Conducted Training in both UK and US accent.*
* *Responsible for stage management, co-ordination and allocation of work amongst the team*
* *Train children of different schools and different age groups on various dramas from Disney.*

**KG Information Systems Pvt. Ltd –** *February 2006 – October 2009*

*Tele- Sales Executive (DT) CRM APR*

*Roles & Responsibilities*

* *Communicate with consumers, understand their needs, wants and buying pattern*
* *Motivate and convince the prospective customers to make a purchase*
* *Consistently achieve sales target*
* *Provided mentorship and training to many of the new agents, based on my leadership, performance, thorough company product knowledge and experience*

***Educational Qualification***

**BA Literature**

*(Mahatma Vishwa Vidyalaya)*

**Anglo Indian School Leaving Certificate Gr X**

***(Stanes Hr.Sec.School , India)***

***Key Skills & Competencies***

* *Self motivated, initiative, enthusiastic.*
* *Tolerant and flexible to different situations.*
* *Excellence Personal Communication skills.*
* *Tolerant to stressed situations.*
* *Problem analysis and problem solving.*
* *Adaptability and ability to work under pressure.*
* *Initiator & Team Player*

***Computer Skills***

*MS Office, Internet and E-mail applications*

**Personal Information**

*Nationality : Indian*

*Date of Birth : 9th April 1988*

*Marital Status : Bachelor*

*Visa Status : Visit Visa (valid till 30/06/2017)*

*Language : English, Tamil, Malayalam*