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| **SWEDA R**  **IMG-20150721-WA0007.jpg**  **E-mail:**  [Sweda.369334@2freemail.com](mailto:Sweda.369334@2freemail.com)  **Personal Data:**  Date of Birth : 23rd December 1991  Sex : Female  Nationality : Indian  Marital Status : Married  **Languages known:**  (Mother Tongue underlined)  English, **Malayalam**, Hindi, Tamil.  **Hobbies:**  Listening to music, Dancing, Reading, Driving etc… | **Objective**  **An organized professional with proven teaching, guidance and counseling skills. Possess a strong track record in testing scores and teaching effectively. Ability to be a team player and resolve problems and conflicts professionally. Have the ability to communicate complex information in a simple and entertaining manner. Looking to contribute my knowledge and skills in a school that offers a genuine opportunity for career progression.**  **Educational Qualifications**   * **M.A English Language & Literature** from Kerala University, Kerala   (in the year 2015).   * **B.A English (Hons.)** from Delhi University, Delhi (In the year 2012). * Senior Secondary School (10+2) from St. Mary’s Public School, Delhi under C.B.S.E board in the Year 2009. * High School from St. Mary’s Public School, Delhi under C.B.S.E board in the Year 2007.   **Computer Knowledge**   * M.S office. * Internet.   .   * Photoshop.   **Personal Skill**   * Comprehensive problem solving abilities. * Organizing and managing capabilities. * Willingness to learn and update myself with new methodologies & technologies. * Positive attitude and team spirit. * Good communication skill. * Dedicated, focused, enthusiastic and hard working. * Excellent with student handling. * Expertise in teaching assistance. |

**Work Experience**

**A Result Oriented Professional With 1 Year Experience As Sr. Helpline Operator Cum Business Development Executive With AKZO NOBEL INDIA LTD. & 1yr Experience As a Middle School Teacher in SABARIGIRI RESIDENTIAL SCHOOL.**

**Specialization**

**Customer Service Operation and Business Development Executive**

* Planning and preparing the entire customer care process.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Preparing MIS reports & other statements with a view to apprise management of the process operations and assist in critical decision-making process.
* Improving the productivity by eliminating discomfort and fatigue in the organization. Taking escalated calls, managing the floor and conducting the team performance reviews.
* Coordinating with various departments to resolve consumer complaints for effective communication between consumer and company.
* Managing service operations for rendering and achieving quality services; providing first line customer support by answering queries & resolving their issues.

**Areas of Expertise**

**Customer Service Operation.**

* Ensuring high quality services, resulting in consumer delight and optimum resource utilization for maximum service quality.
* Managing customer service operations & ensuring customer satisfaction by achieving performance assurance norms set by regulators.
* Formulating need-based plans / strategies in coordination with the top management; conducting deployment workshops and using various business tools for maximizing loyalty & satisfaction.

**Currently Working As A Teacher In Sabarigiri Residential School.**

* Maintain discipline in the classroom; methodically provide resource for lessons; simplify lesson plans in line with curriculum objectives and assist students to prepare for examination.
* Assess and look after 170+ students’ progress throughout the term and work closely with other staff to efficiently plan and coordinate work.
* Provide informative presentation to students regarding different areas of studies and ensure that all students fully comprehend all aspects of the curriculum.
* Meet with parents and school administration in a professional capacity to present information gathered during fact finding missions in an effort to improve student participation and elevate performance.
* Attended three workshops conducted by CBSE on CCE and one three-day workshop conducted by Lions Club on Skills for Adolescence.

**I have more than 2 years experience as a English teacher**

**Declaration**

**I, Sweda , hereby declare that all the information furnished above is true to the best of my knowledge & belief**

**Place: Kollam, Kerala**

**Date: 06/03/2017 SWEDA**