CAREER OBJECTIVE



An enthusiastic professional with 8+ years of experience in business development, operational planning, corporate communication and office management in different business verticals. A well-organizedand focusedindividual with a flair for teaching, training and mentoring. Possess comprehensive exposure to operational and managerialaspects of business. Seeking a challenging assignment with a globally renowned organization in the education, IT, ITes / Business Support sector to contribute to organizational growth through dedicated efforts for effective planning and execution.

SKILLS

**Management**

* Meticulous Planning, Coordination, Administration, Documentation & Paperwork
* Leadership Abilities, Team Building & Motivation, Team Management
* Corporate Communication, Marketing Support, Business Development Initiatives
* Customer Service, Customer Feedback Assessment, C-Sat Monitoring
* Vendor Relationship Management, Vendor Performance Reporting
* Time Management, Task Prioritization, Stress Management
* Excellent Communication & Interpersonal Skills, Presentations & Public Speaking

**Teaching Aptitude**

* Curriculum Design, Innovative Teaching Learning Models, Educational Presentations
* Session Planning, Coursework Assessment & Grading, Project Work & Practical Assignment Planning
* Research Work, Data Collection, Analysis & Interpretation, Report Writing

**Technical Skill-set**

* Software Development: Configuration, Software Build Process, Software Testing Tools, Debugging
* Hardware: LAN, WAN
* Web Server: Tomcat 5.0
* Web Programming: HTML, JSP
* Database: DB2, Oracle
* Languages: JAVA, C++, C, COBOL, VB
* MS Office, Internet & Other Business Applications

PROFESSIONAL EXPERIENCE

**TEACHER, JAN2013 – AUG 2015**

**THE APPLE INTERNATIONAL SCHOOL (DUBAI, UAE)**

**Achievements:**

* Creatively designed teaching modules for pupils of Grade 1 and Grade 2 and simplified difficult concepts through visual explanations and presentations.
* Identified learning needs of children and planned sessions to impart appropriate ICT knowledge relevant to the age group.

**Key Responsibilities:**

**Academic**

* Prepared lessons, assignments and practical classes and delivered sessions according to the defined time-table for Grade 1 and Grade 2 students.
* Evaluated the aptitude of children in these classes, devised lessons to train underperformers and regularly conducted class tests to track progress.
* Held weekly and monthly tests, written and practical, assessed test papers and declared results as per school guidelines.
* Invited expert teachers, arranged interactive sessions for active involvement of students in class and exchanged notes on teaching methodologies employed by different teachers.
* Motivated students to learn, share ICT knowledge and communicate effectively through class discussions and team assignments.

**Administration**

* Organized parent-teacher meetings; updated parents/guardians on the performance and progress of their children and noted minutes of meetings for reference and records.
* Filed student progress reports, assignments and project reports, submitted class performance to senior supervisors and responded to queries on personality development, attendance and topic-wise learning abilities.
* Assisted in the preparation of the academic calendar, exam time-table, finalized seating arrangement and administered exams according to the Principal’s instructions.

**ADMINISTRATION ASSISTANT, JAN2011 - MAY 2012**

**LEVITON MIDDLE EAST FZC (DUBAI, UAE)**

**Achievements:**

* Responsible for the administration function along with office management tasks; provided support to internal teams that included accounting & finance, marketing, purchase and logistics to streamline daily operations.

**Key Responsibilities:**

* Managed office communication, directed mails to relevant departments, assisted in the sorting and forwarding of emails and maintained records of all incoming and outgoing communication.
* Provided product information to customer enquiries over the phone, coordinated with technical teams to schedule demos at customer locations and explained the applicability and extent of after-sales services.
* Maintained detailed documentation of all orders received; prepared, filed and dispatched invoices, formally communicated with customers to expedite receivables to support the collections department.
* Generated MIS; analyzed accounting data, prepared financial reports and submitted information for senior management review and recommendation.
* Updated the internal automated systems to include sales data, invoicing status, order fulfilment status, calculated lead times and formally closed completed orders according to defined procedure.
* Tracked the AR and AP positionand maintained petty cash for day-to-day activities to support the accounting department.
* Liaised with vendors and suppliers, monitored supply schedules in view of contractual obligations and released timely payments to ensure uninterrupted operations.
* Coordinated new delivery and installation of company’s products at customer sites, directed the technical teams to ensure timely completion of activities and recorded customer feedback.
* Registered and resolved customer complaints, assessed customer satisfaction feedback and submitted scores to the senior management during performance reviews.

**SALES COORDINATOR/DOCUMENT CONTROLLER/CUSTOMER SUPPORT, APR2009 - DEC 2010**

**GULF ISLANDS (DUBAI, UAE)**

**Achievements:**

* Skillfully balanced multiple responsibilities that included sales coordination and management, administration and customer service.
* Implemented projects and completed functional tasks in line with Standard Operating Procedures (SOPs).

**Key Responsibilities:**

* Registered sales enquiries received, provided product information and supported the business development function through generation of new contacts and sales leads.
* Contacted prospective customers, gathered requirements to communicate to the team of engineers, provided service-related information and organized demos to explain product features and specifications.
* Prepared and issued quotations, supported the sales team in effectively negotiating prices for bulk orders and drafted contracts on receipt of management approvals.
* Promoted company products to retail and corporate buyers, procured orders for office equipment, furnitureand technology solutions and worked with internal teams to process orders received within allowable deadlines.
* Managed the internal Document Control System<mention name>, tracked orders, authenticated order details against information documented, and assigned unique customer IDs and order IDs against different products of the company.
* Led the customer service team to process orders, delivered products to customer locations, resolved technical problems, and handled replacement in case of quality issues in line with customer service standards of the company.
* Addressed quality problems promptly by notifying senior members in the team, initiated corrective measures and monitored completion.
* Prepared detailed performance reports and presented to the senior management during weekly / monthly management appraisal meetings.

**LECTURER, JUL2007 - JAN 2009**

**MARTHOMA COLLEGE OF SCIENCE & TECHNOLOGY (KERALA, INDIA)**

**Achievements:**

* In-charge of computer science subjects, project work and practical coursework for graduate and post-graduate classes.
* As Instructor for computer languages, provided intensive training on the varied aspects of software development and programming.

**Key Responsibilities:**

* Planned sessions, delivered lectures and evaluated student performance against defined university assessment parameters.
* Organized seminars and workshops, invited experts and professionals from the industry to share practical aspects of ICT, software development and programming.
* Arranged field visits to enable students to understand the role and application of ICT and computer systems in businesses and encouraged group discussions on creation of new business models, e-commerce businesses and ITes.
* Designated guide for graduate and under-graduate projects, assisted in data analysis and interpretation, scrutinized project reports and suggested modifications before final submission.
* Conducted primary and secondary research as directed by the research center of the college, presented papers in seminars & conferences and developed case studies for student reference.
* Assisted the administration department in completing university compliance documentation, provided academic information on teaching hours completed, guest lectures, seminars & industrial visits arranged, internship & project details of students and research work undertaken by faculty members.

PREVIOUS ASSIGNMENT

**DEC 2006 TO JUN 2007: SOFTWARE ENGINEER**

**TATA CONSULTANCY SERVICES, BENGALURU, INDIA**

**Tasks handled:** Software development support, functionality testing, conducted manual testing, peer reviews, resolved technical problems and errors,and conducted root-cause analysis

**Key Projects to Credit**

**Project Title:**eBank Works

**Technical Environment:**JSP, DB2,Oracle

**Description:**eBank Works is an internet banking solution.

**Role:** Oversaw file searches and retrieval from the database, developed software in line with required functionality, carried out functional, regression and system testing, and identified and eliminated bugs.

EDUCATION

**Viswesvaraiah University, (India)**Masters in Computer Application (MCA)(June 2007)

Grade: Distinction (77 %)

**Kerala University, (India)**Bachelor’s in Science (B.Sc.) (March 2004)

Grade:First Class(65%)