



10+ years of experience in Boarding and Pastoral care in International Schools and Universities

Contribute to the effective marketing of the school, meeting parents, conducting school tours, and leading promotional events as needed.

Develop innovative ways to contribute to student recruitment, working collaboratively with the Admissions Department to meet roll targets.

Promoting excellent relations between school and home, through informal and formal processes, ensuring strong and open relationships.

Actively establish good relations with parents and all other visitors to the school.

Support and attend all major school events.

13+ years of experience in the areas of Operation Management

Project/ Process Management, Client Servicing, Team Management, and Training & Development in the Service Industry.

Tenacious problem-solver with a proven ability to manage and increase revenues. Taking up new challenges and exceeding client's expectations by interminable services.

Strength:

An experienced senior boarding administration manager whose professional career to date shows exemplary commitment to boarding education. Demonstrates inspirational senior leadership with the vision, presence, and foresight to develop and enhance the boarding provision, ethos, and outstanding personalized pastoral care. Responsible for overall management of the boarding houses, line managing house staff and ensuring that boarding is a caring, nurturing, and supportive environment dedicated to the well being and education of students. Have exemplary interpersonal skills to command the respect of a wide range of stakeholders from different cultural backgrounds, and the intellect, sensitivity and humility to engage broadly with a team of staff who will all play a vital role in creating a culture of excellence, outstanding pastoral support, a widely enriched school life, and learning through service. Holds strong presentation, communication and quality-oriented analytical skills. with leadership qualities. Inherits excellent command over spoken and written English and Hindi. Can sustain high pressure and meet deadlines. Have the ability to grasp business and adopt new requirements. Tremendous urge to continually broaden my professional horizon.

Work Experience

Chief Warden, Boys & Girls Hostel, East Point Group of Institutions, Bangalore

June 2024- Till Date

- Overall Hostel Administration – Supervising the day-to-day functioning of all hostels, ensuring discipline, safety, and smooth operations.
- Supervision of Wardens – Guiding, monitoring, and supporting wardens, ensuring they follow institutional policies and maintain proper documentation.
- Student Welfare & Support – Addressing student concerns, conflicts, or grievances and ensuring a healthy, supportive residential environment.
- Implementation of Rules & Regulations – Enforcing hostel policies, maintaining discipline, and ensuring compliance with university norms.
- Safety & Security Management – Overseeing security arrangements, checking entry/exit protocols, and ensuring emergency response readiness.
- Maintenance Oversight – Coordinating with housekeeping, maintenance, and facility teams for timely repair works, cleanliness, and infrastructure upkeep.
- Committee Participation – Actively serving as a member of the Anti-Ragging Committee and Anti-Drug Committee, ensuring zero-tolerance policies and conducting awareness programmes.
- Conflict Resolution – Handling disputes among students, mediating issues, and taking corrective measures when necessary.
- Record Keeping & Reporting – Maintaining updated records on attendance, room allocation, student conduct, and submitting reports to authorities.
- Emergency Handling – Responding promptly to fire, medical, or disciplinary emergencies and ensuring proper procedures are followed.
- Inspections – Conducting periodic hostel inspections to ensure hygiene, safety, and compliance with standards.
- Awareness & Training – Organising sessions for students on behaviour, safety, anti-ragging, and anti-drug awareness.
- Budget & Resource Management – Monitoring hostel expenses, recommending improvements, and ensuring responsible use of resources. Ensuring a Positive Environment – Creating a respectful, inclusive, and student-friendly atmosphere that supports academics and personal growth.

Head of the Boarding at Ajeenkya DY Patil University, Pune

Apr 2019- May 2024

- Planning admission and seeking consent from existing students for the next academic year.
- Handling admission, students counselling, meeting the Heads of various departments for the planning and implementing strategies for seeking new admissions along with Director Corporate Affair
- Responsible for managing and leading a team that provides services to a hostel.
- Work to maintain effective partnerships with the community, promoting and representing the university at local, national and international level.
- Working with the Director of Leadership and Service, supporting high-quality co-curricular programmes,

including off-campus trips and the logistics of sports fixtures and tournaments.

- Coordinate with the Director of Operations the robust and proactive implementation of Health and Safety policies and best practice Safeguarding protocols.
- Act as a Designated Safeguarding Lead, ensuring full safeguarding provisions are in place.
- Work with the Deputy Head to develop the whole academic calendar.
- Keep up to date with local and international initiatives related to boarding and pastoral care, advising the Head and Governors on developments and policies as appropriate.
- Ensures that all students have a comfortable and safe stay in the hostel. Refund- Properly scrutinizing (misconduct, dues etc.) student and the background record before releasing payment towards deposit.
- Documentation- Issuing receipts and taking complete information of a students, parents and medical history on a given form. Filling documents as per the colleges and maintaining 3 years records for NAAC and other committees for referral as per the norms.
- Emergency- Specially during Sundays when nurses are not available. I assist the student if he/she is sick, met with an accident etc. take him/her to a hospital and inform parents accordingly.

Good Shepherd International School, Ooty, India

July 2017 – March 2019

- Worked as a Dorm Parent
- Personal guardian for international students
- Maintaining students' academic records, sports, health care, discipline etc.
- Handling prep duty, study rota and community services
- Checking stocks, inventory and preparing daily reports

- Worked as a House parent.
- Personal guardian for 57 international students.
- Maintaining their academic records, sports, health care, etc.
- Monitor pastoral progress closely; devise strategies to ensure that each student's holistic potential is being developed to the fullest possible extent.
- Line manage and liaise with the school Counselors, ensuring well being is a strong focus of the school.
- Manage the processes around student absences, tracking and follow-up; communicate clearly with house staff and parents related to absences.
- Manage and implement policies related to matters such as missing students, bullying, online safety and access, device use and policies, and general school routines.
- Engage with the parent community to grow positive and productive partnerships and involve parents in significant decisions associated with their child's education.
- Attend Senior Management Meetings when required to participate in boarding discussions.
- Attend weekly Operational Management Meetings.
- Attend weekly meetings with the Assistant Head.
- Prepare termly boarding reports.
- Meet with the Chair and Board of Directors as required.
- Manage effectively and efficiently the staffing, organization and resources of the Boarding House.
- Ensure that boarding is effective, supported by strong communication throughout the boarding team.
- Oversee the safeguarding, good discipline and pastoral well-being of all boarders.
- Oversee Health and Safety standards and requirements within the Boarding House and ensuring that the School's H&S Policy is followed.
- Liaise with the management over refurbishment needs within the boarding house.
- Organize staff shift and duty rotas.
- Know each student personally and be concerned for his/ her development – academic, social and personal welfare.
- Liaise with Coordinators, Home Room Educators and subject experts in respect of each student.

Huawei Telecommunication India Pvt. Ltd. Chennai, India**Jul 2009 – Sept 2015**

- Worked as Project Manager Documentation & Administration. Support Implementation Dept.
- Coordinate for GSM 3G/2G Network Rollout BSNL Phase-V Turnkey Project.
- Coordination & reporting the status of deliveries to the BSNL & Huawei Head Quarter.
- Conducting periodical review meetings with customers. Discuss & analyze the achievements & gaps with respect to forecast.
- Closely monitor day to day progress & develop the strategy to fill up the gaps & implement the same to achieve the targets as per the plan.
- Identification of issues & risks, timely escalation of the issues & support planning for mitigation.
- Preparing the roll- out plan every month, setting BTS & civil work installation target for the team. Following up & motivating the team for achieving PBC/KPI target with respect to roll-out & documentation.
- Tracking the material delivery, project the material requirement forecast for the remaining period as per the roll out plan.
- Follow up logistic deliveries at the appropriate time.
- Contract Management- including PO issuing as per SOW & invoice clearance.
- Vendor selection, quote requisition & negotiation, deployment of man power at site.

✧ *Awarded with Milestone achiever Certificate*

CSAV Group (South American Shipping) Pvt. Ltd.**Feb 2005 – May 2009**

- Worked as Sr. Executive in Documentation Control System. Documentation control team in India is responsible for checking the quantity and quality of manifest.
- Had taken care of manifests for all CSAV main line south bound vessels, sailing from Europe and Asia to WCSA, ECSA, Gulf and Mexico.
- Verifying if all the activities related to manifestation are done correctly within a specific period.
- Responsible for particular agencies in checking the manifest and getting it corrected from the agency if any discrepancy is found within the stipulated period.

Reliance Infocom Pvt. Ltd.**Jan 2003 – Feb 2005**

- Worked as Team Leader.
- Handling Video Conferencing this includes interaction with the corporate clients & coordination with the central management team.
- Handling a team of 7 members. Assign work schedule for team members. Being a target-oriented work, my job is to boost the spirit and encourage them to achieve the target within given deadline.
- Planning, sales & marketing of the product.
- Checking stocks, inventory and preparing daily reports.

Air France

Jan 2000 – Dec 2002

- Worked as a supervisor.
- To prepare documents of arrival/dept. Crew for clearance. Advise passengers of dangerous goods.
- Booking status, flight status/schedule. Scrutinize visa/passport.
- Making reports for mishandled baggage. Insertion of data in world tracer.
- To retrieve information from Flight Information Control, Air Defense Clearance, Bay, Meteor & runway from concern dept.

Educational Qualification

2001- 2004	Graduated in Commerce from Indira Gandhi Institute of Technology and Management, Sohna, Haryana.
1994 - 1996	Post Graduate Diploma in Computer Software - International School of Computer Technology (ISCT) Delhi
1992 – 1994	Higher Secondary from Delhi Kannada Sr. Sec. School- CBSE.

Other Interests

Philatelist, Painting, Photography, Interior decoration & Gardening.

Linguistic Ability Language

English	–	To speak, write & read.
Tamil	–	To speak.
Hindi	–	To speak, write & read.

Personal Profile

Father's name	Philip Francis
Date of birth	16th Jan 1974
Marital Status	Married
Present Add	4B, Lakhmi Gardens, Varathiyangar Palayam, Kondayampalayam Road, Coimbatore – 641110.
Passport No	L6416446; Valid Till: 25-12-2035.

Date / Place:

Signature