

OBJECTIVE

To join a highly motivated, competent & professional organization, to gain knowledge & achieve excellence, utilizing my experience for the growth of the organization .

Total Work Experience: 8.6 years

- Hewlett Packard Global Solutions – June 2007 to Feb 2008.
- Ernst & Young India Pvt Ltd – June 2008 to March 2012.
- Accenture India-July 2012-September 2013
- Junior Junction – June 2018 – January 2019
- Klay prep school kondapur, Hyderabad - February 2019 till November 2019
- T.I.M.E Kids Panathur, Bangalore-June 2021 to present.

Experience:

Company: Hewlett Packard Global Solutions, Bangalore.

Process: (PSG NA - Laptops and Docking Stations)

Designation: Technical Support Engineer (TSE)

Period: June 2007 to Feb 2008.

Responsibilities:

- Maintain a good relation with all the customers by assisting them as a Technical Support Engineer.
- Involved in the process metrics in order to translate performance into statistics and ensure consistent success in meeting C-Sat.
- Give complete and satisfactory support to the customer and answer their technical queries through phone.

Achievements:

- Received “**Best Performer**” award for being a team player.
- Received customer appreciation 12 times in 8 months.

Company: Ernst & Young India Pvt Ltd, Bangalore.

Process: (EMS Engagement Management Support)

Designation: Senior Associate

Period: June 2008 to March 2012.

Responsibilities:

- Worked closely with the team to carry out the day to day activities of Data processing/ Data Management / Account Management of the process and meet the daily/Weekly/monthly objectives.
- Download client emails and assign them to the process associates and make sure to have the SLA met.
- Worked closely with clients in taxation.
- Updated details of tax payers in the E&Y website.
- Coordinated with the tax analyst regarding different client’s taxation process.
- Involved in the process metrics and And Coordinated with clients with the same

- Managing a team of 25 members and 6 area mailbox. Review associate work and provide them timely feedback.
- Give support to our valuable clients through providing them data completion of their income tax details.
- Training new hires on the process. Produce training materials. Deliver all internal training to employees.
- Created process documents and maps of different clients with exceptions from the standard process.
- Rolling out standard process to different clients. Coordination with foreign clients regarding process and assist them with their queries.
- Create and maintain Excel reports and distribute updated reports to company web sites and email it to the clients.
- Quality check of the work done by the associates/team mates.

Achievements:

- Received “**Team Extra Miler**” award number of times for being a team player.
- Owing to the process knowledge and the skills was selected to be the part of the most critical team.

Experience:

Company: Junior Junction Hyderabad

Designation: Head teacher for Toddler

Period: June 2018 till Januarys 2019

Responsibilities:

- Developed the preschool curriculum based on the individual needs of each student
- Created and imparted lessons to teach preschooler about basic language concepts
- Monitored classroom activities to ensure the safety and wellbeing of students
- Worked with teacher aides to research for educational materials
- Observed students for signs of distress or discomfort and addressed their issues immediately
- Handled students’ physical and emotional needs by providing them with support such as changing diapers and helping in eating lunch
- Communicated observations to parents and provided advice on how to handle specific issues

Experience:

Company: Klay prep school Hyderabad

Designation: Head teacher for K1 and K2

Period: February 2019 till November 2019

Responsibilities:

- Developed and lead classroom activities
- Collected observations of children's developmental skills in order to complete developmental checklists.
- Carried out classroom routines and activities, prepared materials and classrooms for class activities.
- Offered detailed daily reports to parents that outlined each child's activities, behaviors or concerning issues.

- Conducted thorough parent / teacher meet every term.
- Demonstrated distinctive ability to understand and stimulate children in a learning atmosphere.
- Profound ability to maintain a safe, clean and healthy environment for children.
- Attended to individual children's needs while simultaneously taking care of other children.
- Coordinated with all other staff using a team approach.
- Trained new teachers during their trial period.

Experience:

Company: TIME KIDS Bangalore

Designation: Centre Coordinator

Period: June 2021 till present

Responsibilities:

- Collected observations of children's developmental skills in order to complete developmental checklists.
- Develop and implement a plan for meaningful, integrated staff development training with ongoing coaching strategies.
- Offered detailed daily reports to parents that outlined each child's activities, behaviors or concerning issues.
- Conducted thorough parent / teacher meet every term.
- Demonstrated distinctive ability to understand and stimulate children in a learning atmosphere.
- Profound ability to maintain a safe, clean and healthy environment for children.
- Attended to individual children's needs while simultaneously taking care of other children.
- Coordinated with all other staff using a team approach.
- Manage the daily and monthly budget of the school.
- Facilitated parent education on topics of early childhood
- Coordinated kindergarten enrollment, orientation and transition process.
- Plan and implement school activities, both indoor and outdoor to assist students in meeting their extracurricular needs
- Evaluate teaching materials to ensure that appropriate education is being imparted to them
- Maintain records of students and staff members and ensure that all data is properly secured and kept confidential.
- Organize special events such as annual days, picnics, plays and sing-alongs
- Supervise the maintenance, repair, and procurement of preschool supplies and equipment
- Fill in as a lead teacher in the event of absenteeism and ensure that preschoolers follow the class direction

EDUCATION:

- Graduate (B.sc) from Women's Christian College (Chennai) in the year 2007.
- Passed 12th (Kendriya Vidyalaya, Chennai) in the year 2004.
- Passed 10th (Kendriya Vidyalaya, Chennai) in the year 2002.

SPECIALIZATION:

- Montessori Teachers training- DOTS Montessori Bangalore
- B.sc Graduate (Zoology)
- Have completed OJT for Medical Laboratory Technology.
- Also successfully completed many projects in Bioinformatics.
- Have completed the basics in Computers from NIT (National Institute of Technology) Chennai.
- Have completed the first Aid certification.

PERSONAL DETAILS:

Age : 35 Years
Telephone : 8589032167
Sex : Female
Nationality : Indian
Marital Status : Married.
Languages Known : English, Hindi, Tamil and Malayalam
Strengths : Enthusiastic, Punctual, Hardworking & Good Communication Skills.

DECLARATION

I hereby declare that the above-furnished information is true to the best of my knowledge.

Date : 14-08-2022

Place : Bengaluru

Gopilakshmi K