

ARCHANA R

Mob: +91-9384157749

E-MAIL: reach.archanar@gmail.com

Personal Profile:

Experienced candidate in customer service, academic counselling & center management. Currently in the lookout to work with a dynamic organization where I can leverage my creative & competitive skills in adding value to the organization along with my personal and professional growth.

Employment History:

Little Elly Preschool -AECS Bangalore (Leading Preschool chains in India) With Head office at HSR Layout, Bangalore & regional office at Perungudy, Chennai.

Centre Coordinator from May 2022 till date.

Job role:

- First point of contact for any school-related queries and overall center management.
- Handling walking and telephonic enquiries.
- Counseling parents for admissions.
- Interacting with head office for curriculum, fee structure and for timely updates.
- Maintaining attendance of staff and reporting to center head about everyday log in log out.
- Maintaining cleanliness and first aid things in the school.
- fixing a hospital tie up for conducting first aid related program in the school and for further emergencies if any.
- Conducting weekly meetings with the staff about the upcoming week.
- Planning day to day and celebration regarding expenses.
- Conducting International yoga day, grandparents' day and extracurricular events in the center.
- Managing field trips and health camps in the center.
- Planning and organizing sports day celebration.
- Arranging certificates and medals for the celebrations, Graduation Day and sports day through head office.
- Handling fee collection and issuing receipts to parents on time.
- Issuing Bonafede certificates for passing out students.
- Uploading activity and celebration pictures on web app and emailing the same to parents.
- Responding to Email communications.

Medics - Headquartered in the UK as an online portal for medical appointments & consultation.

(Tied up in India with **Concepts** for all backend operations and web development)

Customer support Associate from May 2018 till June 2020

Job role:

- Establishing connect with premium Hospitals and Practitioners for tie up with Medics
- Coordination and scheduling appointments with doctors for patients based on their request on the portal.
- Video conferencing and physical visit arrangements
- Periodic maintenance of existing clients and new listings on the portal to management
- Coordination of medical transcription work at the back end for completion and delivery with an exceptional TAT to clients
- Invoicing for private consultations basis the case insights from the secretaries of practitioners

Medoface India:

Business Development Manager from Nov 2014 - Nov 2018

Job role:

- Establishing relationships with newer Hospitals and understanding their staffing requirements
- Schedule interviews for candidates with Sr. Management officials of Medoface based on client requirements.
- Complete on boarding of candidates post hiring at client locations.

Manchester International School:

Administration & Communicative trainer from Jan (2014) - Oct (2014)

Job role:

- Trained children on communicative English
- Handled enquiries for admissions.
- Counseled parents for IB & IGCSE programs for their wards
- Handled purchase (vouchers & approvals)
- Tracked & Maintained Company's Day to day events.
- Handled staff salary distribution / attendance for junior school.
- Presented orientation ppt' s for parents.

Santa Monica Abroad Education:

Overseas program advisor from Dec (2012) - June (2013)

Job Role:

- Making outbound calls to perform program registration of new students and to follow-up existing prospect students to register on time.
- Organizing appointment schedules to maximize use of time and profitability whilst ensuring that the students' requirements are of first importance.
- Counseling & convincing the students & parents in person to select the suitable program and country.
- Ensuring proper documentation for the registered students
- Interacting with the foreign delegates for their university presentations at our premises
- Interacting with the foreign university board members regarding the courses, visa & so on
- Keeping track of visa & other documentations of the students after the admission & registrations.
- Constant interaction with the student to ensure he/she is kept posted on any changes with the intakes, visa, documents & syllabus.

Hellen O' Grady-International Drama Academy:

Language Trainer from May (2012) – Sep (2012)

Job Role:

- To develop effective spoken English to children.
- To develop self confidence in children to overcome inhibitions.
- To groom up the children with good personality development
- To interact with schools in the city for fresh relationship with the Academy

Schools handled:

- KSR Akshara academy (Thiruchengode)
- Gurukulam (Tirupur)
- Shiva Niketan (Tirupur)
- Kamala Niketan (Trichy)
- Pon vidya madir (Karur)
- Euro kids (Karur)

Educational Qualification

Period	Course	Institution
2009-2011	Bachelor of computer science	Sri Ramakrishna college of Arts & science for women-Coimbatore
2005-2008	DIT- Diploma In Information Technology.	Sri Narayanaguru Polytechnic college, Coimbatore
2003	S.S.L.C	G.R.N.M.H.S. School- Coimbatore

Personal Traits

- Effective time management.
- An optimistic approach to any task assigned.
- Hardworking & committed.
- Good communication & presentation skill.

Personal Details

Father's Name : B. Rajasekaran
 DOB : 30/09/1987
 Hobbies : Shuttle, Caroms, singing, writing Poems & Listening Music
 Vernaculars known : English (speak, read & write); Malayalam (Speak)
 : Tamil (speak, read & write); Hindi (read & write)
 Permanent Address : #14 Thaskant Nagar, Goldwins
 Civil Aerodrome Post,
 Coimbatore- 641014

Best regards,**Archana**