

Resume

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Objective: Looking forward to work with an organization that provides challenging environment and there by applying my knowledge and skill to the best of my ability and adding value to the organization.

Work Experience

Currently working in Oakridge international school as Academic Assistance 2016 to till date.

Total Experience 15 years

- Worked as CSR (customer Service Representative) at DSS Solution 2003-2006
- Worked as CSE (customer service Executive) at ISEVA 2006-2007
- Worked as CSR (customer support Representative) at Gift 360 (kaviraj housewares) dated 2007-2010
- Worked as Team Leader 2010-2011

Nature of Job Responsibilities Handled in Oakridge international school

I am versatile resource at Oakridge worked in 3 departments when need be.

✓ **MYP, IBDP and Academic assistant**

- Creation of Complete Time Table on ASC tool, PYP-DP
- Creating AEM(Annual Expectation Meet) Google forms.
- Spoc for Transfer Certificate for PYP, MYP and IBDP
- Greetings Parents and attending intercom coordinating and conveying the information to the coordinators and teachers.
- Scheduling meeting with the coordinator and teachers on teams and informing via emails.
- Time Table Mapping on LMS(Learning Management System).
- Assigning substitutions and updating on the LMS tool and coordinating between Students and Teacher's if required.
- Keeping a track/followup with the teachers/coordinators for marking attendance on daily basis.
- Creating Remedial MYP Class links with the presenter rights.
- Creating Parents teachers meeting forms and giving the slots without any clashes.
- Maintaining the records of below details:
 1. Secondary Complete Teacher's list with subjects/email id/phone numbers/Grades.
 2. MYP Student complete list with their Language phases.
 3. Making Power point presentation if the requirement persist for any event.
- Creating and sharing Teacher individual Time Table if any changes on the Time Table

- Scheduling meetings and sending invites between Coordinators and Teachers.
 - Maintaining IDU/Evaluation/Incharge Teacher's List.
 - Documenting on The eAssessments
1. Seating arrangements
 2. Student names list with the seating Plan.
 3. Silence Image copies
 4. Eassessment room invigilators codes/Student seating plan with the help of School Facilitator.
 5. Assigning Invigilators duty plan without effecting their regular class.
- Professional development sessions arrangements
 - Creating required documents related to academic and sharing between teachers.
 - Sending Reminders for Coordinators, Teachers, and IB Evaluation meetings.
 - Creating/Formatting MYP academic related documents as per requirements and sharing the same with respective Teachers/Coordinators.
 - Creating SA Calendar and sharing with the HOD.

✓ **ICT Lab Assistant:**

- SPOC for whole campus student house allocation and updating the same on the LMStool.
- Compiling the student's ICT tasks from Ipads and Desktops by unit wise and sharing it to the HRTS.
- Clearing student's doubts related to technical and applications
- Circulating Ipads as per time table schedule.
- Compiling and editing the PYP Talespin writeup and image copies in uniform format.
- Supporting HRT's during regular ICT classes.
- Supporting the HRTs and students in Literacy Planet and Mindspark activity
- Making google forms when there is a need for AEM, feedback, PD attendance, and so many more events and sharing the responses to the respective department.
- Displaying in notice board of students' ICT work done for all the 6 units
- Maintaining Registers for Ipads and Laptops circulation and making sure the Ipads and Laptops are charged.
- Escalate to RM related to equipment damage and malfunctions.
- Manage laboratory software, test materials and hardware to ensure security.
- Installation of Applications if needed.
- Taking Students ICT work backups on weekly basis.
- Watch lab occupants while entering and leaving lab.
- Taking Complete incharge of Lab equipments.
- Support faculty to save the students work in their respective folders.

Student Achievement Tracking System

- SPOC of SATS process (Student achievement tracking system)
- Generating STS enrollment number of all the students.
- Generating the TC and capturing the pdf copies of the same for future references.
- Entering all the Students Monthly Attendance.
- Making an Indent of Students kannada Test books.

Entering FA1, FA2, SA1, and SA3 grades of the students

✓ **Biology Lab Assistant**

- Setting up and maintaining lab equipment, measuring compounds as per teacher instructions given.
- Preparing solutions.
- Disposing hazardous waste.
- Maintaining Biology lab inventory register.
- Making sure all the arrangements done as per teacher's requirements for the experiments.
- Maintaining the Biology lab booking register, Inventory and resources breakage registers.

Nature of Job Responsibilities Handled in Gift 360 as a Team Leader

- ❖ Responsible for monitoring a team of 10 customer support representatives.
- ❖ Manage and Assist staff and support the team in resolving problems faced and taking their concerns to the appropriate supervisors.
- ❖ Conducting one on one with team members on monthly basis.
- ❖ Ensuring responsibilities are allotted to the team ensure they perform as per expectations for smooth functioning of day- to- day activities.
- ❖ Ensuring every team member adheres to the proper time login and logout entry as per the guidelines laid down by the management.
- ❖ Work with the team to ensure the fulfillment of open orders placed by customers and prioritizing the orders in case of stock no availability, placing order for the same and ensure timely updates to the customers on date of delivery and following up with dispatch team.
- ❖ Tracking and following up with the dispatch team for the status of the orders.
- ❖ Sales Graph and Total Reporting.
- ❖ Maintains continuity of work operations by documenting and communicating needed actions to management; discovering irregularities; determining continuing needs.
Communicating developments to branch people.
Motivating, instructing, guiding
Forwarding leads of other branches
Provides information by answering questions and requests.

Academic Qualification

Degree/Certification	Institution	Board/University	Year of Passing	Percentage
S.S.L.C	Chamarajpet Girls High School		1999	58.40%
PRE-UNIVERSITY COLLEGE	BMS COLLEGE	KARNAT AKA BOARD	2001	Discontinued
UNDER GRADUATION	Pursuing in Correspondence	IGNOU	2023	Pursuing

Computer Education

- Packages : MS Office
- Operating System: Microsoft windows XP

Extra-curricular Activities

Typing and Mehndi Designing

Achievements:

Awarded as Best CSR at DSS solution Private Limited and also at Gift 360.

Exemplary Award in Oakridge International School in 2018-19 and Exemplary Certificate on 2020-21

Personal Details

Date of Birth	:	20-05-1987
Gender	:	Female
Marital Status	:	Married
Nationality	:	Indian
Languages known	:	Kannada, English, Hindi, and Urdu