

YAMINI BHATIA-Resume for the position of Academic Coordinator

E-MAIL

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PRESENT ADDRESS

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Yamare village

PHONE

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TOTAL WORK EXPERIENCE

22 years

EDUCATIONAL EXPERIENCE

*Bachelor of Arts-CCS Univ ,Meerut
*P.Graduate Diploma in Computer applications from Bhopal University
*Bachelor of Education (B. Ed) 2016
*Post graduate diploma in PPTTC
*MA English (Cont.)
*Nishtha training on Diksha platform 20-21,21-22

TRAININGS ATTENDED

Familiarization trip to Hong Kong Airport by Cathay Pacific Airways for customer service training ,Fraudulent Document Detection ,visa training by Australian High Commission and British ALO in 2000

Train The Trainer by Convergys India, Soft Skills, Behavioral skills ,US accent and culture, Coaching and Feedback at Jacksonville, Florida, USA in the Year 2001

I-Can Training, Call quality timings, Setting Performance goals ,Developing Self Excellence

Train The Trainer at Evolv NIIT training and consulting services. Expertise in UK and US accent and culture ,Behavioral skills

OBJECTIVE

Intend to structure my growth in pace with the ever-changing Education environment. Make my learning curve move in a linear fashion along with the growth of my functional skills coupled with overall personality development in order to face the challenging times ahead and make a difference in the way we teach .

EXPERIENCE

- ♦ **12 years in corporate and service industry and ten years in ICSE school with five years as Academic coordinator and event coordinator.**

STRENGTHS

- ♦ Visionary and goal - oriented professional with demonstrated exposure & experience of over 6 years in BPO as executive and trainer
- ♦ Excellent PR & Team Building skills with an eye for detail ability to get things done better, faster & cost effectively.
- ♦ Exceptional employee motivation & leadership qualities.
- ♦ A mature & balanced decision-maker, strong exposure and understanding of learning and development procedures.
- ♦ Strong management skills with the ability to lead the team to a high level of performance in responding to needs of parents.
- ♦ Excellent communication & interpersonal skills with the ability to work in multi cultural environment.
- ♦ Ability to develop a strong connects with students and team.
- ♦ Resilience, patience, curiosity to explore and learn and a strong desire to bring positive change in the education industry.

CORE COMPETENCIES

- ♦ Learning and Development Needs Analysis.
- ♦ Mentoring, Training ,Teaching & Coaching
- ♦ Content development, Designing of curriculum books.
- ♦ Relationship management
- ♦ Time & Stress Management
- ♦ Proficient use of MS Word, PowerPoint, Excel, Coral Draw

PROFESSIONAL EXPERIENCE

Company's Name: Cathay Pacific Airways **Duration: April 2000-Dec2002**

Cathay Pacific Airways is a premium Brand of Airlines operating in Hong Kong

Designation- Supervisor

Reporting to: Manager (Ground Handling}

Responsibilities:

- ❖ To supervise the check in counters, Baggage handling, departures ,Reservations,
- ❖ Part of the training of staff on various aspects according to the Training Calendars
- ❖ Handle passenger queries, complaints and obtain feedback acting as the face of the company.

Company's Name: Convergys India Pvt Ltd

Duration: Dec 2002- June2004

Convergys India is a brand name among BPO's and has carved a niche as an outsourcing

company with myriad verticals coming up.

Designation: Technical Executive/Assistant Trainer

Reporting to: Training Manager

Responsibilities:

- ♦ Providing technical solutions to the customers of AT&T broadband.
- ♦ Constant Mentoring to the new hires being the part of the pilot process.
- ♦ Part of the new hire orientation program.
- ♦ Accent and culture training.

Company's Name: Idea Cellular Pvt Ltd.

Duration: Jun 2004-Dec2006

Idea Cellular earlier well known as Escotel Pvt Ltd is a big name in the telecom Industry. A frontrunner in introducing the most customer friendly and competitive offers.

Designation: Team Leader

Reporting to: Team Manager

Responsibilities:

- ♦ Managing a team of 8-10 people. Maintaining daily MIS reports, Team reports, Service level, star performer, Performance of the year reports.

- ◆ Coordination with various departments like OIS, PNT, CRC.
- ◆ Rolling out various process and knowledge compliance tests to monitor knowledge level of agents.
- ◆ New communication roll outs, call audits, quality monitoring and feedback.

Company's Name: Hero Mindmine

Duration: 4Months

Hero Mind mine Consultancy M/s Hero Corporate Services is a brand name in ITES and consultancy

Designation: Associate Trainer

Reporting to: Training Manager

Responsibilities:

- ◆ Handled Training sessions on Professional English and Grammar
- ◆ Part of the HR Team in judging the level of the beginner ,intermediate and advanced level students

Company's Name: Evolv NIIT

Duration: Jan 2008-Nov 2008

Evolv is a communication and service delivery-based consulting, auditing and training company. It has become the preferred Training partner for India's leading companies.

Designation: Senior Trainer

Reporting to: Training Manager

Responsibilities:

Conducted Behavioral Training sessions, Professional and Business English, Grammar, UK, US accent and culture as per the client requirements. Assessments, coaching and feedback were also an integral part.

Freelance Soft skill Trainer

Duration: Jan 2010-April 2014

I have also worked as a **freelance trainer** and have worked with companies like Wipro and Accenture .Have done assignments on Presentation skills, Time Management,, Leadership skills, Team Work ,Self Motivation, Conflict management, Business communication, accent neutralization, Telephone etiquette ,Email etiquette, Grammar etc. Also have a sound Knowledge of the Berlitz assessment tool. Have recently worked with Bajaj Allianz and

completed an assignment on communicative English. I have developed and customized training contents as per the client's requirements (Certified trainer by Infosys)

Modules

1. Communication skills (Business Communication, Oral and written)
2. Telephone Etiquette
3. Time and Stress Management
4. Customer Service Skills-Achieving breakthrough service, Driving Performance and Profitability, Leading Growth Through Customer Centricity
5. Grooming
6. Presentation Skills
7. Listening Skills
8. Coaching and Feedback
9. Team Work
10. Facilitation Skills/Train the Trainer/Teacher
11. US Accent and Culture
12. Berlitz assessment tool
13. Grammar and communicative English
14. Good knowledge of phonetics.
15. Performance Management
16. New Manager Transition
17. Conflict Management.

FREELANCE ASSIGNMENT AT CASA D BAMBINI, A KINDERGARTEN SCHOOL.

I conducted a workshop for all the kindergarten teachers "Discovering the real Self" to let them understand facilitation together with teaching, making them understand lateral thinking, team building, exercising patience, compassion and responsiveness with kids, communication skills, listening skills, breaking the monotony etc. The entire training was based on the daily challenges that the teachers face. It was an activity based training and proved to be quite a successful initiative.

FREELANCE ASSIGNMENT AT BAJAJ ALLIANZ INSURANCE COMPANY

I have also completed four assignments with Bajaj Allianz Insurance Company on Communicative English to help the employees make business communication proficient and facile in an explicit office setting, using multifarious training tools. Bangalore achieved the first position out of 20 participating cities in my last session.

FREELANCE ASSIGNMENT AT ST FRANCIS ICSE SCHOOL

I have also piloted a program for kids named "Skillsathon" at ST FRANCIS ICSE School, for a span of one year where the children are made aware of the need for such skills; so that they start young and become well rounded personalities as they grow up.

The topics covered for them were different but in a manner that they can understand. Frugality, Self Discipline ,Listening skills ,Life skills etc. were a few of them . I had tailored the modules for their age and intelligence .The program received enough accolades and appreciation from the respective parents and school authorities. St Francis also recommends more such activities in future for the budding kids.

FREELANCE ASSIGNMENT FOR TEACHERS AT ST FRANCIS ICSE SCHOOL

I have also conducted an adult training session for teachers on the changing methodologies of teaching “Revival: Changing the way we teach: Making the case for learner centered training” at St Francis ICSE School .The training not only focused on meeting the daily challenges faced by the teachers but also on transforming the otherwise monotonous class into a vivacious and ebullient one thereby instilling into kids an eagerness to learn. It also focused on always inventing and reinventing .It also focused on teachers exploiting the tools to the maximum.

School Name: St Patrick’s Academy Bangalore **Duration: July2014-July 22**

I am currently associated with St. Patrick’s academy as a Kindergarten Academic coordinator, School event coordinator and the chairperson for the newsletter committee. My area of work comprises of:

Mentoring and supervising subject teachers in administrative and special duties.
Inspiring the teachers to be the best that they can be.
Ensure delivery of homework schedules and submissions (homework log).
Follow up on timely preparation of test and exam papers.
Check on timely completion of corrections (Homework, Classwork, assessments)
Timely update and maintenance of student marks and feedback records
Follow up on the goal setting & mentoring program.
Ensure maintenance of student Code of Conduct records
To plan, organize and follow up on Field Trips.
Ensure that student scorecards are maintained and updated in the assigned section
Supervise the updating of Awards lists and details when required
Regular check of uniform and student tardiness (escalated from Grade Teachers)
Supervising Grade & Assistant Grade teachers in administrative and special duties.
Ensure that Student Attendance records are updated regularly (end of every month)

Ensure student information forms are collected and handed over to the administration office by Grade teachers
Ensure timely response to parent queries by subject teachers / grade teachers/and myself.
Ensure that class bulletin boards are used effectively and changed periodically
Supervise the smooth conduct of Circle Time
Ensure student and teacher participation of the class in all activities like art and craft.
Ensure teacher participation in all school events and track teacher attendance in the assigned section
Ensure punctuality of teachers in classes
Ensure observations of each teacher.
Lead or be a part of projects/ committees as required.
All classes in that section are maintained clean and kept tidy
All resources are utilized with care and maintained responsibly (materials, electronic gadgets, electronic items, etc)
Dispersal is carried out in orderly fashion at the end of school
Substitution are maintained in case of teacher absence in their sub section
Participation of teachers in school approved professional development programs
People Management, Mentoring and training the Subject and Grade Teachers.

As an event coordinator I have introduced and organised events like IGNITE, the inter school cultural program and the Christmas carnival "JAMBOREE "along with annual days and sports days.

I have also authored and designed books and annual calendar for the kindergarten section as per the changing requirements to keep abreast with the changing teaching methodologies and environment.

I have also managed the online classes for last two years .I have consistently evaluated, perused and appraised our process and ensured continuous learning for our students.

I have served as a supervising examiner, ICSE for three years and have gained relevant experience and knowledge in the field.

I am also the SPELL BEE Coordinator of St. Patrick's Academy Bengaluru.

School Name : Christ CMI School Samanahalli
May 23-Cont .

Working as a kindergarten coordinator carrying out all the above mentioned duties .

