



Angelina Maria Nair

Summary

- Experienced professional with over +15 years of success, excellent problem-solving and communication skills.
- Successfully managed recruitment, onboarding, training and exit formalities for all employees.
- Proven track record of increasing enrolment and improving the admissions process and maintaining lasting relations through excellent customer service.
- Well versed with both Indian and Expat community.
- Consistently & effectively implement the Performance Management process to help team members maximise their performance and attain overall growth.

Contact



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Experience

April 2022 till December 2022

IMZ CORPORATE PRIVATE LIMITED, GURUGRAM

HR Manager

- Developed and implemented effective HR policies, procedures and programs.
- Led a team of 4 HR professionals across offices.
- Implemented new HRMS (Human Resources Management System).
- Successfully managed onboarding and training processes for new employees.
- Facilitated employee relations and conflict resolution processes.
- Handled payroll, benefits and compensation.
- Monitored employee performance and provided feedback and coaching.
- Developed and implemented employee recognition programs.
- Managed the recruitment and selection process, including sourcing and interviewing.
- Administered employee surveys and conducted exit formalities.
- As and when required, conducted in-house training.
- Developing clear policies and ensuring policy awareness.
- Creating clear and concise reports.
- Resolving conflicts through positive and professional mediation.

Achievements

- Out of 4 years, Independently managed admissions for the entire school for 2 full academic years.
- DIAC (Department of Immigration and Citizenship) award.
 - 2009- Secretary's Client Service Challenge
 - 2008 - Delhi Award for excellent client service.
 - 2007 - Delhi Award for excellent client service.
 - 2006 - Delhi Award for excellent client service.
- Part of the publishing house pilot team for Sahara Airlines Inflight Magazine.

Qualifications

- 2000 - Completed Senior Secondary schooling from Loreto Convent School - New Delhi
- 2007 - B. A History (Hons) from Annamalai University - Chennai

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August 2016 till May 2021

LANCERS INTERNATIONAL SCHOOL, GURUGRAM

Admission Manager

- Attending to parent/student inquiries and providing vital information via telephone, emails, face to face and online interactions about the program offered, admission procedure, eligibility and briefing over the fee structure/school policies hence ensuring compliance at all times.
- Staying updated with FRRO (Foreigners Regional Registration Officer) and student visa requirements for expat students in order to advise parents at the time of inquiry.
- Preparing admission materials - student bonafide certificate, letter for visa purpose.
- Responsible for updating admission forms, parent/admission counsellor interaction material, student test papers and complete documentation once the admission is confirmed
- Preparing MOU's (Memorandum of Understanding) for exploring possible admission opportunities within the expat communities through corporate and businesses.
- Arranging orientation programs and educational workshops for new and prospective parents.
- Visiting other schools/ education institutions to understand market trends and develop new marketing strategies.
- Monitoring and processing withdrawals.
- Coordinating with Directors / PR agency / Head of School and Principle for Public Relations.
- Overlooking the activities of the PR agencies for both print and digital media.
- Working with the editorial and technical team for creating/ updating website content.

Skills

- Leadership
- Teamwork
- Communication skills
- Creativity
- Admission counselling
- Recruitment strategies
- Time management
- Networking.
- Attention to details.

Training

- 2006: Completed training in Communication Skills and Client Contact Management - Department of Immigration and Multicultural Affairs- Australia.
- 2017: Digital Marketing Professional Program in association with Google - Manipal ProLearn.
- 2022 - Human resources Foundation Course - SHRM - Society for Human Resource Management

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May 2006 till March 2011

AUSTRALIAN HIGH COMMISSION, NEW DELHI

Visa Officer (grade A)

- Assess visa applications and take independent decisions to approve or refuse a visa application on the bases of the information and documents available at the time of decision.
- Coordinating with the Senior Migration Officers, Compliance section and other relevant bodies on sensitive and/or complex cases.
- Represent Department of Immigration and Citizenship and the Australian High Commission, at official functions and when liaising with a variety of stakeholders.
- Traveling with Senior Migration officers for site visits and conducting integrity checks. Also visiting local government bodies, educational institutions in an attempt to build better relations and work towards improvement of existing practices/ processes.
- Cross trained on multiple products/VISA Categories/Depts. and provide support to multiple teams, when required, as an SME (Subject Matter Expert)
- Attend to enquiries from clients face-to-face, via email and over the phone, and provide accurate and timely information.
- Prepare reports, case notes, interview notes, correspondence and other material in relation to immigration matters. This includes preparing local alert reports, documentation of trends and detailed site visits reports (usually applicable for skilled migration visas).
- Undertake investigations for integrity checking, including conducting face to face/ telephonic interviews with the client, undertaking verifications with local authorities which include banks, educational institutions and government bodies.
- Act as an interpreter/ translator whenever required.
- Liaison with onshore offices i.e., is other Australian Immigration offices apart from India and as when required.
- Coordinating with local Panel doctors and Health Assessment Unit in Australia on urgent and complex medical examinations for clients.
- Lead and manage a team, including training and counselling staff, and conducting workshops for Visa agents.
- Caseload management tools, monitoring and reporting on caseload trends and outcomes.
- Evidencing passports

Languages

- English
- Hindi
- Tamil

September 2002 till April 2006

CYBERSYS INFOTECH LIMITED, GURUGRAM

Quality Assurance Representative

- Working closely with associates while monitoring their performance and providing feedback on their one-on-one sessions and group sessions.
- Initiate process improvements by identifying service delivery gaps, offer solutions and successfully implement ideas to enhance the organisation's products and services.
- Direct interaction with clients through conference calls and meetings.
- Maintaining and updating all reports associated with the campaign.
- Supervising the verification process and taking the final decision (Quality aspect) in case of any issues affecting the quality of a call.
- Trained and conducted induction and evaluation for new recruits

February 2002 till July 2002

TRADE INFORMATION SERVICES

Office Coordinator and Public Relations Officer

- Raise bills and maintained details of invoices for all transactions.
- Ensured that all written materials were received before the deadline.
- Co-ordinate between the Printing House and the company
- Fixed appointments and arranged meetings.
- Had press releases ready and sent on time to leading press organisations after the events were over.

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