

# SHIBY LIDYA R

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## PROFESSIONAL SUMMARY

Goal-oriented Administrators are adept at identifying and implementing process improvements, including workflow enhancements and policy and procedure modifications. Offering key strengths in time management and communications across all levels of personnel, management, and clientele.

## EXPERIENCE

**Brainy n Bright  
Edutech Private  
Limited**  
**12'2023 to Current**

### **Centre Manager - India**

- To make informed decisions to effectively manage business operations by staying up-to-date on internal processes, policies, and procedures.
- Handle personnel records and training documentation while maintaining confidentiality.
- Delegate duties to team members to maximize efficiency in the service center.
- To set department goals and objectives that align with the strategic plan.
- Follow up on leads, schedule demos, and close deals to drive success in the distribution operations.
- Manage accounts and petty cash.
- Submit bills for the GST filing.

### **FEE MANAGER – 08/2018 – 09/2023**

- Sole responsible person for the Fee Department since 2018 to date.
- Responsible for collecting fee payments, which include several modes of payment like cash, cards, and ERP system payments. I have been settling the cash payments to the management on a daily basis.
- Introduced fee reports on the weekly and monthly cash flow reporting system with and **WITHOUT** using any fee payment ERP software or Tally.
- Introduced a smooth fee collection process by providing extended payment methods and many other alternative options to the parents. Recovered the maximum amount of fee from all parents, even during COVID breakdown.
- Introduced the fee defaulter's repercussion system without distressing the student's education system.
- I have been handling each student's case-by-case fee breakups for each parent and ensuring to maintain a confidential data base for each child.

**The Grandeur  
International School,  
Bangalore**

**06'2018 to 09'2023**

### **TRANSPORT MANAGER – 06/2019 to 05-2022**

- Recruitment, safety inspections, record-keeping, and addressing concerns while maintaining communication with vendors and staying updated on government standards and legislation
- Organize transport routing for the students and teachers for smooth operation of the transport process.

- Planned the most efficient and effective routes for drivers by monitoring traffic reports and reading maps, promptly updating changes to drives when needed.
- Maintained outstanding relationships with transportation companies to obtain the best prices.
- Adapted to operational change and changing customer requirements proactively and positively.
- Track on schedule timings, over speeding, and parent-child issues.
- Kept operations running smoothly and efficiently by monitoring operations and traffic report.

**The Grandeur  
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**06'2018 to 09'2023**

**ADMIN OPERATIONS COORDINATOR / PURCHASE & INVENTORY MANAGER - 06'2021 – 09'2023**

- I work closely with the management (the chairman and the principal) in order to ensure the smooth running of the school in terms of administrative work.
- While my major interactions are with respect to fee collections and inventory resources, I am also responsible for ensuring that the day-to-day activities in terms of academic operations are well taken care of.
- My limitations are not bounded by my designation; instead, I take ownership of problem solving for every circumstance that takes place across the campus, which involves things like Damage Repairs, event Organization, and new space arrangements.
- Used excellent problem-solving and issue-resolution strategies to rectify difficulties quickly and effectively.
- Met financial goals with organized strategies focused on proper management of expenses and income.
- Encouraged staff to learn and develop new skills to meet individual and team goals.
- Coordinate between academic and administrative teams, managing tasks such as event management, resource allocation and procurement, vendor analysis, database updates, parent inquiries and complaints, emergencies, parent meetings, and accurate student data maintenance.
- Conducted Training for housekeeping, lady guards, bus drivers, and attendants as required based on the legal updates received from the government as well as for the team's upward mobility
- Handled the legal formalities for the School Registration, NOC process, and all BOE visits, as well as training under the SATS portal.
- Taken part in the IGCSE affiliation process arrangements and documentation work, and organized the visits.
- Identified problems in the operations process and resolved them in a timely manner.
- Managed administrative staff workflow and trained new hires on office procedures and policies.
- I liaised with senior management to introduce new processes and technologies.
- Streamlined operations to consistently deliver on targets
- Provided organizational leadership and established a business vision to achieve sales, profit, and revenue goals.
- Directed day-to-day operations by spearheading the implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Monitor and manage supplies, inventory tracking, budgets, and vendor management while proposing cost reduction strategies and procedure improvements for efficient resource and management in the school.
- Coordinate with teachers and coordinators, approach the respective publishers like CUP, Hodder's, Collins, etc., and conduct an evaluation of study materials.
- Organize books and have a uniform distribution process.
- Conducted in-depth price comparisons to determine the cheapest supplier for the required products.
- Kept up-to-date on demands and requests to continue to buy relevant and required products.

**CANDOR  
INTERNATIONAL SCHOOL  
01'2016 to 06'2018**

**&**

**STONE HILL  
INTERNATIONAL SCHOOL  
04'2013 to 08'2015**

### **Front Office Executive**

- Welcomed visitors with a warm and friendly welcome when entering the lobby, maintaining an excellent first impression.
- Assist with account and purchase tasks, such as data work and creating address labels for billing.
- Managed front office phone systems, answering both internal and external calls regarding company queries, complaints, and other information.
- Helped visitors feel comfortable and valued by offering support and beverages when required.
- Coordinated and allocated tasks for the housekeeping team daily.
- Processed all mail, parcels, memos, and letters, delivering them to appropriate departments and employees when needed.
- Maintained an active security presence by regulating office movements, screening parents, and performing other tasks as required.
- Effectively and efficiently dealt with parent complaints, offering smart solutions for satisfaction and loyalty.

**INFOSYS TECHNOLOGIES**

**10'2011 to 04'2013**

### **RECEPTIONIST**

- Greet and welcome VIP and VVIP guests of Mr. N. R. Nayanamurthy's Office from the global level, ensuring their needs are met during their visit to the company.
- Coordinate and arrange traffic advisory and escort teams for smooth arrivals and departures.
- Manage conference bookings, monitor reception and housekeeping, coordinate arrangements for high-profile visits, handle desk duties during important meetings, track VIP and VVIP visits, update facility teams, and organize workshops.
- Organize meeting arrangements for the quarterly board meetings of INFOSYS.
- I have been a part of the Quick Reaction/first Aid team.
- Internal Training Coordinator
- Directed clerical tasks, including copying, faxing, and file management.
- Maintained a clean and orderly reception area to impress and welcome visitors.
- Offered outstanding hospitality throughout client visits, aiding positive customer experiences and loyalty.
- Processed and distributed incoming correspondence to relevant staff, facilitating team communication.
- Met incoming customers with a professional approach and provided friendly, knowledgeable assistance.

**ING Life Insurance**

**04'2007 to 01'2011**

### **Customer Service Executive**

#### **OUTBOUND EXECUTIVE April 07 to December 07.**

- Informing the customers on the due and renewal information of the Insurance policies
- Circulating the daily reports to the team on daily and weekly performance

#### **INBOUND EXECUTIVE December 07 to June 2011:**

- Resolve customer queries, complaints, and requests within the designated time frame while interacting directly with customers in high-escalation cases.
- Circulate important updates, assist with ISO audits, create team reports, train new agents, prepare quality reports and dashboards, and collaborate with internal teams and branches for customer complaint resolution.

### **Teacher**

**St. Thomas School**

**07'2006 to 04'2007**

- Worked as a teacher for Junior kindergarten to Grade 2.
- Subject teacher for Science, Mathematics, and Kannada
- Also, a cultural coordinator for activities such as Dance and Singing
- Responsible for maintaining admission and accounting records and arranging and announcing marks and results for all classes.
- Participated in the Census process for promoting education.

## CORE QUALIFICATIONS

- Exceptional problem solver
- Disciplinary measures
- Community relations
- MS Office XP (Word, Power Point, Excel, Outlook). Excellent in working on Excel, Word & Power Point documents
- Technical
- Configuring System, Outlook, Hardware & Software Installations.
- Added Skills:
- Organizing team activities, conducting soft skills training, visits & events.
- Training ground level staff on professional knowledge & hygiene updates.
- Good team acceptance & maintain the team in absence of the team leader.
- Cultural events coordinator.

## EDUCATION

St. Francis De Sales High School, Bangalore - 2004  
KSOU – Discontinued BA

## REFERENCES

Available Upon Request

## LANGUAGES

**Mother Tongue: Malayalam**  
**English:** Fluent in US Proficiency.  
**Kannada & Tamil:** Native Proficiency  
**Telugu, Malayalam & Hindi:** Bilingual Proficiency

## PERSONAL INFORMATION

|                |                             |
|----------------|-----------------------------|
| Husband Name   | - Joel Vijay (Alias Ravi S) |
| Date of Birth  | - 22nd of April 1989        |
| Sex            | - Female                    |
| Nationality    | - Indian                    |
| Marital Status | - Married                   |
| Religion       | - Christian                 |

Yours Faithfully,  
Shiby Lidya R