

RUCHI MATHUR TIWARI

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Whitefield, Bangalore

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Organization: Inventure Academy (Preschool, Whitefield), Bangalore as Educator

Period: May 2022 – April 2023

Profile:

- Introduced concepts to children to explore further in kindergarten such as phonics, math concepts and Theme based learning
- Worked with children in groups and one on one, depending on the needs and requirements of children and concepts introduced
- Planned and carried out a curriculum that targets different areas of child development, such as language, math, motor and social skills
- Organized activities for children to learn about the world, explore interests and develop reading and writing skills
- Documentation of the student's progress, routines, and interests, and keep parents informed about their child's development
- Used storytelling and rhyming games to teach language and vocabulary

Organization: Neev (Whitefield), Bangalore as Senior

Teacher Period: August 2012 – September 2017

Profile:

- Introduced concepts to children to explore further in kindergarten and elementary school like phonics, math concepts and projects
- Worked with children in groups and one on one, depending on the needs and requirements of children
- Planned and carried out a curriculum that targets different areas of child development, such as language, math, motor and social skills
- Organized activities for children to learn about the world, explore interests and develop reading and writing skills
- Developed schedules and routines to ensure enough physical activity, rest and playtime for children
- Kept records of the student's progress, routines, and interests, and kept parents informed about their child's development
- Used storytelling and rhyming games to teach language and vocabulary
- Provided a variety of materials and resources for children to explore, manipulate and use both in learning activities and in imaginative play

Professional Synopsis

Worked as Freelance trainer and content writer. Have conducted training for Shopper Stop, Quick service restaurants, Men's grooming stores and Bpo between

October 2010 and June 2012

Previous employers

Organization: *The Collective, Madura Garments Lifestyle Retail Company Ltd. Bangalore (Aditya Birla Nuvo Ltd.).*

Period: *September 2008 – September 2010*

Designation: *Learning and Development*

Manager Profile:

- *Handled Learning and Development with the responsibilities of the Store HR. Planned and Managed new employee induction*
- *Identification and communication of training needs of individuals*
- *Ensured that the store staff of 'The Collective' consistently delivered excellent Customer service by practicing the brand standards*
- *Lead the unique Customer Service campaign actively promoted it to the team*
- *Designed and conducted specific training programs. Coordinated and arranged various Training Sessions for Staff including Vendor Training*
- *Conducted Reward and Recognition programs and on floor Activities*
- *Ensured that the store staff was kept highly engaged helping in reducing attrition and high levels of employee satisfaction*
- *Developed and implemented Scorecards to assess employee performance on floor to assess effectiveness of training programs*
- *Design and develop instructional material for customer training*
- *Preparation Daily/Weekly/Monthly Reports*

Freelance Trainer

Period: *November 2007 - May 2008*

Profile:

- *Corporate and Campus Training*
- *Accent Neutralization and Culture Sensitization training*
- *Soft Skill Training – Time Management training, Business Etiquette Training Customer Service, Telephone Etiquette, Listening Skills, Empathy, Questioning technique, Team Building*
- *TNA and interact with clients on a regular basis to execute training on regular intervals*
- *Content Development according to the client requirement*

Organization: *Microland Pvt Ltd., Bangalore*

Period: *April 2006 - September 2007*

Designation: *Senior*

Trainer Profile:

- *Handled Team of Agents and Voice Coaches*
- *Accent Neutralization training, Culture Sensitization training – UK and US*

- *Soft Skill Training for new hires – Customer Service, Telephone Etiquette, Listening Skills, Empathy, Questioning technique, Time Management training, Business Etiquette Training.*
- *New hire and Refresher training*
- *Content Development and periodic review of content as per client requirement*
- *Conducted Calibration sessions for Voice coaches and Certification – Agents and Voice coaches*
- *Worked closely with the hiring team to assess candidates at the Agent, Team Lead, Voice coach and Trainer Level.*
- *Preparation of new training modules according to the requirements*

Worked as Freelance Trainer:

Period: December 2005 - March 2006

Profile:

- *Accent Neutralization Training*
- *Soft skills – Customer service, Listening Skills Training.*
- *Content development, floor support & call calibration*

Organization: Nirvana Business Solutions, Bangalore

Period: From September 2004 – November 2005

Designation: Trainer

Profile:

- *Pre-Process Training*
- *Designed and trained on soft-skills training modules*
- *Pre and Post Training Assessments*

Academic & Professional Qualifications:

- *Bachelor of Commerce from Delhi University*
- *Certificate in Learning Disabilities from Asian College of Teachers*
- *Exploring Inclusive Pedagogies from British Council (Futurelearn)*
- *How to teach online: Proving continuity for students from 'Future Learn'*
- *Teaching Phonics in early childhood from 'Queensland University of Technology'*
- *Diploma in Early childhood care and education from IISDT*

PERSONAL INFORMATION

- ◆ *Date of Birth* : *4TH Sep. 1980*
- ◆ *Marital status* : *Married*
- ◆ *Language known* : *English, Hindi*

DATE:

PLACE: Bangalore

(RUCHI MATHUR TIWARI)