

Vidya Irene Purushottam

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Objectives

To associate and grow in an organization with a strong brand, market presence and customer focus. This will enable me to leverage my customer service expertise and develop me as a multi-skilled professional with great professional ethic and values.

Work Experience

With Brigham Young University, Online Teaching & Learning Department. Online Teacher/Tutor - from January 2019 to current

- Follow lesson plans and all curriculum requirements given.
- Assist with homework, projects, and reading assignments.
- provide feedback to students and assign grades to their coursework.

With Brigham Young University, Department of Public Safety. Dispatcher - from September 2017 to December 2018

- Receive emergency and non-emergency calls and record significant information
- Address problems and requests by transmitting information or providing solutions
- Receive and dispatch orders for officers
- Prioritize calls according to urgency and importance
- Use radio, phone or computer to send crews, vehicles or other field units to appropriate locations
- Monitor the route and status of field units to coordinate and prioritize their schedule
- Provide field units with information about orders, school events and requirements
- Enter data in computer system and maintain logs and records of calls, activities and other information

With Inlingua, a Language School. English Instructor/Teacher - from April 2013 to August 2017

- Teaching adults and children whose first or main language is not English.
- Making daily lesson plans using a range of course books and materials, and a variety of audio-visual aids.
- Classroom management
- Planning, preparing and delivering lessons to a range of classes and age groups;
- Preparing and setting tests, examination papers, and exercises
- Marking and providing appropriate feedback on oral and written work
- Devising, writing and producing new materials, including audio and visual resources
- Attending and contributing to training sessions
- Participating in marketing events for the language school
- Preparing information for inspection visits and other quality assurance exercises
- Freelance teaching on a one-to-one basis
- Basic administration, such as keeping student registers and attendance records

With The Church of Jesus Christ of Latter-day Saints. Volunteer Service (Philippines) - from March 2011 to October 2012

- Financial responsibilities and budget management
- Conducted service projects and help in community development
- Agenda creation, conducted meetings, and conferences in English
- Conducted weekly correlation meetings for small group of volunteers
- Enthusiastically work with team members and encourage through personal interviews

With CampusEAI. as a Relationship Manager - from February 2010 to March 2011

- Responsible for activities regarding sales, marketing, customer acquisition, customer relation management with schools and universities around the world & maximizing revenue.
- Finding various new businesses opening & arranging promotional programs to get commercial business and attain set goals.
- Assessing market, current trends in market, finding competitors, also giving suggestions for product improvement
- Organizing promotional programs to improve sales & attain set goals in sales.
- Designing and applying various methods to accomplish targets on monthly, quarterly, and yearly basis.
- Answering inquiry, questions & complaints of Schools and universities in order to keep revenue generation of the division.
- Recognize potential customers, creating business from the old accounts and reaching profitability level and sales growth.

With Manipal Institute of Computer Education (Goa). as a Teacher - from March 2009 to November 2009

- Teaching English to students of other countries: Beginner, Intermediate and Advance level

With Raas Intratech Pvt. Ltd. as Assistant Manager - Sales from April 2007 till August 2008

- Required to sell Habanos Cigars to Individual Customers and Institutes. To deliver or support the delivery of the same, in order to meet customer needs and enable the company to meet its corporate objectives.
2. To do all pre-sales admin work, like booking of stock, co-ordinating of deliveries, Customer Queries. That includes:
- Written/Verbal queries are responded as per standards within 1 working day and despatching of the Cigars within 2 days of the Order (Min)
- Logistics are planned and arranged according to customer demands.
- Events and Promotions - Cigar Promotions and Cigar Dinner planned at least twice in a month.

- All cancellations/postponements requests are processed within 1 working day of the receipt.
- Customer to be contacted on a weekly basis and feedback to be maintained.
- Invoicing (on Tally 7.0) for Individual Customers.
- Customers to be updated of the New Products, Promotions, Price Change etc well in time (sent by mail and informed through calls as well).
Handling a team of 5 people, regionally located. Co-ordinating with them for the above-mentioned processes. (2 Co-ordinations in Delhi, 1 in Mumbai, 1 in Chennai and 1 in Bangalore)
- Also, to keep track of the payment details and follow - ups for Individual Customers as well as Institutions.
- To manage or deliver specific projects of Individual Customers as agreed with National Manager - Sales.

With BRITISH COUNCIL DIVISION (BHC) as EXAMINATIONS-JUNIOR MANGMNT. from Mar 2006 to Feb 2007

- To deliver or support the delivery of examinations administrations to registered candidates, in order to meet customer needs and enable the Council to meet its corporate objectives.
- To do all pre-test admin work for IELTS and other exams, in order to meet customer needs and enable council to meet its corporate objective. This includes:
- Written/Verbal queries are responded as per standards within 2 working days and Intimation letters for the exams are sent at least 15 days before the test day.
- Logistics like venue requirement, furniture, equipment (Sound back/Headphones) are planned and arranged at least a week before test date.
- Examiner/Invigilator Roster is prepared quarterly in consultation with Line Manager and Head Exams and mailed to examiners/invigilators
- All cancellations/postponements requests are processed within 3 working days of the receipt.
- Examiners and invigilators are contacted and confirmed in writing (either by letter or email) at least 10 and 5 days respectively before each exam.
- Hotels/Vendor payments are processed within 2 days of receiving the invoices.
- Pre-Test information is sent to the candidates by SMS/Web Page/E-Mail/Regular Mail
- Preparation of all educational/professional, CESOL and IELTS exams is completed as per operations guidelines and a proper handover is given to the administrator.
- To look after the basic IT support for exams team and to maintain, install all exams related software so that team can function smoothly.
- To manage or deliver specific projects of examinations services as agreed with Line Manager or Head Examinations.

With American express as Customer Service Executive from Sep 2004 to Jan 2006

- Job responsibilities include all responsibilities as a CSE with additional emphasis on learning and developing Leadership skills.

- Responsible for preparing and providing feedback to team members to perform effectively with pre-determined performance standards and to ensure that the team's productive targets are met
- Supporting the company's pursuit of high-quality service to internal and external customers for enhancing customer experience.
- Identifying improvement opportunities, developing and driving appropriate action plans.
- Was amongst the top 10% performers throughout. Due to this I was given more additional responsibilities to perform much earlier than the regular time frame and I have done justice to it too.
- Two months after joining my profile I started handling SPOC roles for C3 (Customer handling skills) the team towards improving the scores tremendously.
- Have successfully performed my role as a mentor to new team joiners, which involved call monitoring, coaching and feedback and roll out a plan for the Mentor-Mentee programme, which has been applied, on the skill level.
- I have been a part of the pilot batch for service enhancement team.
- I was also a part of the Event Management team.

Achievements

Selected as the best performer for Quarter 2 of 2004 in AMEX and also the best trainee of the batch.

With IBM Daksh as Associate from Jan 2004 to Aug 2004

- Working with Daksh was the most unique experience as this is the Company with which I have had inbounds warm calling experience.
- My responsibilities included providing information to customers on their mortgage and maintain their accounts.

Achievements

- Was selected as the **best performer** for Quarter 2 of 2004 in AMEX and also the best trainee of the batch.
- Always been an active player in the college and school curricular activities
- Completed a career workshop at the LDS Employment Resource Services, Philippines.

Interest/Hobbies

- Surfing the net.
- Working on Windows, Excel, Power Point and Word.

- Traveling
- Reading books.

Personal Details

DOB : Oct 26th 1983.
Marital Status : Married

Education Qualification

- Completed 10+2 with CBSE Board with Commerce as the main subject
- Completed 10th with CBSE Board

Languages Known

- English
- Hindi
- Telugu
- Cebuano