



# **TINEY WILLIAM FERNANDEZ**

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## **CAREER OBJECTIVE:**

To work with dedication and sincerity in order to contribute to the growth of my employer, and at the same time, to develop myself professionally and personally by experience gained in the leading organization.

## **WORK EXPERIENCE:**

### **Ashtamudi Beauty Academy – Kollam, as Academy Head**

(02<sup>nd</sup> January 2024 till Date)

- Develop unique and interactive educational programs and courses for students.
- Ensures smooth daily operation of the faculty, staff and physical facilities and schedules.
- Managing the day-to-day operations such as admissions, counselling, student services, etc.
- Ensures continuous development of the curriculum through assessment, applied research etc.
- Coordinates the department's schedule of course offerings.
- Manages the departmental budget and physical and technological facilities.
- Involves faculty and other stakeholders in broad decision-making and planning.
- Develop and implement faculty development programs.
- Develop and implement academic enhancement programs for students and staff.

### **Wings Abroad Overseas Consultant – Kollam, as Business Development Manager**

(01<sup>st</sup> June 2023 - 30<sup>th</sup> November 2023)

- Build and maintain profitable relationships with key customers.
- Oversee the relationship with customers handled by our team.
- Keep customers updated on the latest opportunities in order to increase sales.
- Identify and assess customer's needs to achieve satisfaction.
- Provide accurate, valid and complete information by using the right methods/tools.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts, and file documents.
- Follow communication procedures, guidelines and policies.

### **T.K.M Centenary Public School – Kollam, as Teacher**

(26<sup>th</sup> July 2017 – 31<sup>st</sup> May 2023)

- Develops lesson plan which meets established schools and national curriculum models.
- Provides a safe, positive learning environment for students.
- Maintains order and discipline among the students.
- Attends and takes part in school meetings on curriculum, organization, and guidelines.
- Planning, preparing, and delivering lessons to all students in the class.

## **AREA OF EXPERTISE:**

- ❖ Administrative functions.
- ❖ Operation and Logistics functions.
- ❖ Teaching learning process.
- ❖ Customer service.
- ❖ Communication skills.
- ❖ Client co-ordination.
- ❖ Resolving problems.
- ❖ Organizing Call handling.
- ❖ IT skills.

## **STRENGTH:**

- ❖ Excellent communication skills.
- ❖ Positive attitudes.
- ❖ Ability to adapt to changing environments.
- ❖ Energetic and Alert – Ability to work long hours and shifts.
- ❖ Humble and God fearing.

## **IT SKILLS:**

- ❖ Microsoft Office
  - Word
  - Excel
  - PowerPoint
  - Outlook

## **LANGUAGES:**

- ❖ English
- ❖ Hindi
- ❖ Malayalam

## **PERSONAL DATA:**

- ❖ Date of Birth: 27/04/1985
- ❖ Gender: Female
- ❖ Nationality: Indian
- ❖ Passport No: B 8275806

## **TRAININGS:**

- ❖ Enhancing Life Skills – Interpersonal Relationship
- ❖ Cyber Security & Ethics.
- ❖ Stress management at Workspace.

## **HOBBIES:**

- ❖ Listening to music
- ❖ Photography
- ❖ Painting
- ❖ Traveling

- Teaching according to the educational needs, abilities and achievement of the individual students and groups of students.
- Adopting and working towards the implementation of the school development plan of the school they are giving service in.
- Assessing, recording, and reporting on the development, progress, attainment and behavior of one's students.

## **Redbells Interio – Trivandrum, as Administration and Accounts Assistant-**

**(11<sup>th</sup> March 2013 - 31<sup>st</sup> August 2015)**

- Reconcile invoices and identify discrepancies and update expenses reports.
- Prepare bank deposits and track bank transactions from clients and supplier and maintain financial transactions into internal databases, also maintain digital and physical financial records.
- Check spreadsheets for accuracy and review and then file monthly payroll documents.
- Issue invoices to customers and external partners, as needed.
- Write and distribute email, correspondence, drawings and requests from clients to relevant departments.
- Assist in preparation of regularly scheduled reports and maintain a filing system.
- Update and maintain office policies and procedures and maintain contact lists.
- Order office supplies and research new deals and suppliers.

## **ABC Studylinks Pvt Ltd – Kollam, as Administrative Executive**

**(01<sup>st</sup> March 2012 - 28<sup>th</sup> February 2013)**

- Proactively arranging meetings as required.
- Finalizing schedule and meetings a week prior.
- Manages telephone calls and schedules meetings, off-site conferences and conference calls with designated attendees.
- Provides support to the accounting department through the verification of submitted reports and data.

## **Educational Qualifications:**

- **Master of Business Administration (Finance & Marketing)**
- ❖ TKM Institute of Management University, Kerala University.
- ❖ Year of passing: 2008 (Aggregate Marks: 66%)
- **Bachelor of Science (Chemistry)**
- ❖ Fatima Mata National College, University of Kerala.
- ❖ Year of passing: 2006 (Aggregate Marks: 62%)

## **Declaration:**

I hereby declare that the above-written particulars are true to the best of my knowledge, and I bear the responsibility for their correctness.

Place: Kollam

Date:

**Tiney William Fernandez**