

EMERALD ASHA

CONTACT



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CORE QUALIFICATIONS

- Recruitment and selection
- Employee selection
- Performance Management
- Training and Development
- Operation management
- Effective leadership
- Client relationship management
- Industry partnership development

LANGUAGES

Tamil, English

Adaptable innovator with strategic planning and growth hacking expertise. Leads cross-cultural and multi-disciplinary teams to achieve organisational goals. Demonstrates exceptional brand management and negotiation skills.

EXPERIENCE

October 2021 - August 2023

Telecalling Executive OxyAI Education Pvt Ltd, Tuticorin, India

- Answering phones and explaining the product and services offered by the company.
- Contacting existing customers as well as prospective customers using scripts.
- Obtaining customer information and other relevant data.
- Asking questions to the customer and understanding their specifications.
- Delivered high level of service to customers in effort to build upon future relationships.
- Increased efficiency, effectiveness and profitability by managing team productivity, costs and budgets.

January 2021 - August 2021

HR Executive HyperAlliance Pvt Ltd, Chennai

- OBJECTIVE
- Energetic entry-level Human Resources Specialist
- Assisted with administration of HR for a mid-sized retail company
- Facilitated the interviewing and on-boarding of new employees
- Organized company events and employee gatherings.
- Managed the hiring processes within the company, dealing with matters including writing adverts, reviewing CVs, interviewing and selecting candidates.
- Provided support to employees with various HR-related issues and liaised with heads of department to find resolutions.
- Initiated employee evaluation process and recommended policy changes to propel staff progress toward desired readiness goals.

January 2018 - April 2020

Teacher Cambridge Matriculation school, Tuticorin, India

- Developed constructive feedback on homework to drive attainment.
- Adapted teaching style for students with Special Educational Needs and Disabilities.
- Updated learning resources to achieve curriculum goals.
- Planned lessons with dynamic discussions and exercises to promote engagement.
- Equipped students with smart revision techniques to improve exam pass rate.
- Discussed pupils' progress with parents and carers, building open and honest relationships.
- Understood and followed national standards within English language teaching for assigned age groups.
- Monitored students' attendance and behaviour and followed up in case of negative changes.