

## **AK RAJITHA**

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### **PROFESSIONAL SUMMARY**

**Senior Coordinator – Operations:** Significant exposure to operations handling, administration processes, recruiting procedures, learning and development & content development. Also an accomplished Corporate Trainer with a successful track record of efficient delivery in soft skills, English communication, cracking aptitudes, training of trainers, and motivational staff trainings using adult training methodologies in different sectors. Successfully provided training for different age groups.

### **SKILLS**

- |   |                                      |
|---|--------------------------------------|
| • Executive team leadership & team Player | • Self-Motivated & Optimist          |
| • Excellent PR/Client relations           | • Can Do Multitasking without stress |
| • Excellent content delivery skills       | • Creative & Target oriented         |
| • Quick learner                           | • Significant organizing skills      |
| • Excellent Interpersonal Skills          |                                      |

### **WORK HISTORY**

#### **1. LABOURNET SERVICES INDIA PVT. LTD**

##### **Senior Coordinator – Operations cum Senior Trainer (Feb 2015-Mar 17)**

- Hard core Operations-Field visits, Scrutinizing student data, maintaining center revenue & Expenses, Staff hiring, Staff training, Maintaining data & documents, Internal Auditing, End to end customer interaction, Scheduling assessments both internal and external, Placements.
- Schedules and coordinates all classroom training with Managers and Supervisors – schedules location, date/time, materials, and attendance.
- Develops, coordinates, schedules and maintains all training courses and programs
- Collects, compiles and reports results of evaluation, attendance and training data.
- Communicates data and reports as needed.
- Prepares and documents procedures for employees and management who are appointed for training.
- Maintains management training tracking process, enters data, tracks completion and processes communication and certification to recipients and market leadership.

- Develops, Implements, Administers and Maintains a Training Management System
- Manages training materials stipulated by regulations.
- Researches training suppliers and materials as needed – including details, cost comparison, and timelines.
- Assists with greeting visitors in the building. Documents outside visitors to the building.
- Collects and distributes training mail and shipments.
- Orders supplies for training and training department as needed.
- Performs other related duties as assign
- Conduct training of Soft Skill, English , Grammar, IT Skills

## **2. MANYA GROUP, OKHLA**

### **Language, Soft Skills and Aptitude Trainer (Free Lance, 2014-2015)**

- Conduct training programs related to English communication, Soft Skill, Aptitude-tests and Interview Tackling
- Student performance evaluation.
- Demonstrate platform skills including professional demeanor, and conducting open dialogue and GD
- Monitor and observe various training-related work functions
- Conversational Skill
- Fluency & Clarity (Passage reading, Removal of repetitions)
- Making students practice with tongue twisters and passage reading with correct pronunciation.
- Vocabulary Listening and Comprehension (Commonly mispronounced word, Antonyms & Synonyms, Prefixes & Suffixes)
- Delivery of soft skills and communication skills training.

## **3. JETKING INFOTRAIN LTD. (South-Extension. Centre)**

### **English Communication cum Soft Skill Trainer (18th March 2013 to 30 July 2014.)**

- Plan, implement and conduct training programs related to English communication and soft skill.
- Student performance evaluation, accurately identifying weaknesses
- Demonstrate platform skills including professional demeanor, classroom facilitation techniques, and encouragement of open dialogue
- Monitor and observe various training-related work functions
- Determine post-training requirements
- Making the sessions for Beginners Intermediate and Advanced level trainees on following topics
  - Delivery and implementation of Grammar (Parts of Speech, Tenses, Modals and Preposition.)
  - Conversational Skill
  - Fluency & Clarity (Passage reading, Removal of repetitions)
- Making students Practice with tongue twisters and passage reading with correct pronunciation.

- Vocabulary Listening and Comprehension (Commonly mispronounced word, Antonyms & Synonyms, Prefixes & Suffixes)
- Delivery of soft skills and communication skills training.

**Soft skill training specialization in:**

- |                                   |                          |
|-----------------------------------|--------------------------|
| ❖ Interview skills.               | ❖ Assertive Skill.       |
| ❖ Grooming.                       | ❖ Business Communication |
| ❖ Conflict management             | ❖ Customer Service       |
| ❖ Telephonic etiquette            | ❖ Negotiation Skill.     |
| ❖ Time management                 | ❖ Email Etiquette.       |
| ❖ Behavioral Skill                |                          |
| ❖ Body language and Communication |                          |
| ❖ Interpersonal skill             |                          |
| ❖ Time Management                 |                          |

#### **4. TOP NOTCH TECHNOLOGIES INDIA PVT. LTD(GHAZIABAD)**

##### **Free Lance English Communication and Soft skill Trainer (January2008 - July 2010)**

- Giving Ice-Breaking session for increasing visibility in the group.
- Individual attention to each student to develop English language skills (reading, Writing, listening and speaking)
- Personality Development Classes to make Communication Skills strong and effective
- Paragraph reading, general conversation, newspaper reading and role plays.
- Developing and enhancing listening skills, interpersonal skills, leadership skills, conflict management, time management, planning and public speaking.
- Teaching grammar which includes parts of speech, articles, sentences, Tenses, voice.

#### **-----CONTENT AND MODULE DEVELOPMENT-----**

- Creating the course content for beginners, Intermediate and Advanced.
- Developing worksheet/ practice material and student course book as per lessons or as specified by the clients.

#### **-----ACHIEVEMENT-----**

- Excellent performer in Labournet services India (p) Ltd. (2015-2016)
- Two internal promotions in span of 1 year – Trainer – Coordinator – Senior Coordinator
- Best Trainer – Delivery Skills (Audio – Visual aid), Jetking Infotrain
- Certified trainer from Smartech Delivery Program, Jetking
- Certified trainer from Jet-Edge certification of English training from Liquid.

#### **-----EDUCATION-----**

##### **ACADEMIC**

- BA(Program) from DU
- 10+2 from CBSE, DELHI

##### **PROFESSIONAL**

- Diploma in office management from YWCA, DELHI.

#### **-----PROFESSIONAL SKILL SET-----**

- Hands on experience in MS Office
- Independent decision making
- Manpower management
- Multitasker and efficient in handling cross functional operations
- Proven efficiency in rapport building with key clients and end customers

- Excellent supervising and coordination skills, and dispute handlings

## -----PERSONAL PROFILE-----

Date of Birth	14 <sup>th</sup> August, 1989
Father's Name	Ashok Kumar
Nationality	Indian
Marital Status	Married
Hobbies	Creative writing and listening to music
Languages Known	English, Hindi and Malayalam

Date:

Place:

**Rajitha**