





Paresh Raut

About Me

I am an organized professional with proven teaching guidance, and counseling skills. Possess a strong track record in improving test scores and teaching effectively. With ability to be a team player and resolve problems and conflicts, professional skilled with communicating complex information in a simple and entertaining manner. I am looking to contribute my knowledge and skills in a school that offers a genuine opportunity for learning.

Contact

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EDUCATION

BHARATHIDASAN UNIVERSITY,
Faculty of Indian and Other
Languages,
Bachelor of Art,
1997 - 2000

ST ALOYSIUS HIGH
SCHOOL
Bandra West Mumbai India
1983 - 1996

SKILLS

Excellent With Children
Teaching Assistance Expert
Communication Skills
Interpersonal Skills
Time Management Skills
MS Office Suite

Modern Classroom Technology

CERTIFICATION

Culinary Arts by City & Guilds UK
Singapore, 2011/2012

Sales & Marketing by
WAGONS Learning Solutions,
India/2001

Soft Skills and UK Accent
By WAGONS Learning Solutions,
India /2000

Professional Experience

Position: English Teacher
Company: ACE English Teaching Centre,
Location: Heip Thanh, District 12, HMC Vietnam
Period: March 2019

- Foster and facilitate the intellectual and social development of the children. Maintain discipline in the classroom, methodically provide resources for lessons, simplify lesson plans in line with curriculum objectives and assist students to prepare for Flyers, Starters & Movers examinations.
- Assess and look after 120+ student's and teaching Kindergarten following content (Happy Hearts) & my personal content on vocabulary and flash cards (Fruits, Vegetables, Animals, Birds etc.) work closely with local staff to efficiently plan and coordinate work.
- Provide informative presentations to students attending Communication class regarding different areas of studies and ensure that all students fully comprehend all aspects
- Trained two new English teachers on grammar terminology pronunciation and emphasizing the importance of classroom.
- Adopted distinctive teaching methodologies, documented all lessons, organized healthy group discussions, and mentored troubled students.

Position: Quality Analyst,
Company: Cam Thanh Pest Control,
Location: Nam Long Street, Than Loc, Go Vap, HMC, Vietnam
Period: December 2018 - March 2019

- Responsible for ensuring and converting all company content and documents involving Profile, contracts, agreements, reports, bills etc. to English language according to ISO 1900/2015 Standards.
- ISO1900/ 2015 are a manual published by the international standards body to ensure quality assurance system in the service industry. It helps with guidelines on how to manage data, upgrade information system, carry out personnel training, handle risks and ultimately improve services.
- Conducted Business writing work shop for all internal company employees, provided Information & training to quality control & managerial staff on the biology of PEST and PEST control according to AIB standards for International clients P&G, Nestle, Unilever & Tetra Pak.
- Attended INTERNAL AUDITOR TRAINING For ISO 1900/2015 STANDARDS

Position: Private Tuition English, Math's IQ & Science.
Company: Self Employed.
Location: Nam Long Street, Go Vap, HMC Vietnam.
Period: December 2016 - November 2018

- Worked with students to enhance their learning across different subjects and prepare them for educational qualifications and entrance tests with TRẦN ĐẠI NGHĨA/STEMHOUSE/VINS. Provided tailored tuition and have offered specialist skills, methods or approaches to support individual learning needs and build confidence.
- Provided a service that helps students progress in their study and learning English grammar, apply effective methods of understanding and problem solving, and prepare effectively for exams or tests.
- As a Part of “ giving “ working with a kindergarten school designing and following a complete teaching plan, teach alphabet and numeracy along with personal, social and emotional skills. Organize learning material and resources, Use a variety of activities and instructional methods (songs, structured games, art, outdoor activities etc.) to motivate and stimulate children's abilities.

Position: Soft Skills Trainer (Hospitality)
Company: Agensi Pekerjaan Fay Resources Sdn. Bhd.
Location: Kuala Lumpur, Malaysia
Period: March 2013 - November 2016

- Trained freshly recruited Hospitality graduates from India and Indonesia on the 11 Steps to Improving the Quality of Customer Service in Hotels - By Ashly Kristina.
- Amazing content by Ashly Kristina: Online services, Invite customer suggestions, Effective customer care, Set up an effective communication channel, ISO 90012008 certification, Carrying out internal audits, Set up regulations, Establish an effective Information management system, Personnel training and appraisal, Allow for employee participation in strategic planning, Motivate the personnel.
- Conducted workshops on Personality Development, Interviewing skills, resume writing supporting fresh graduates for the future path on building their careers.

Position: Assistant Manager Training

Company: MindSpace Human Capital Private Limited.

Location: Link way Highway, Andheri West, Mumbai, India.

Period October 2006 - March 2011

- Created standard operating procedures and Adjusted program mechanics to account for changing conditions. Implemented strategies to increase program effectiveness. Coordinated work between multiple departments.
- Developed first-rate training programs. Sourced qualified vendors to provide program resources. Applied market research to design up-to-date programs.
- Monitored employee work and developed improvement plans. Prepared monthly reports for upper management including sales trends. Determined customer needs and developed program initiatives according to preferences hiring Trainers & employees for the company.
- Conducted soft skills workshops for cooperate clients & BPO.

Position: Team Leader/Process Trainer

Company: ICICI One Source Private Ltd Project Lloyds Tsb Bank UK

Location: Link Road Malad West, Mumbai, India

Period: November 2001 - September 2006.

- Analyzed call volume and average call time to monitor Customer Service Representative Performance and productivity. Successfully completed targets for sales.
 - Handled all customer complain calls with empathy & managed and trained a team of 12 members to take high call volume with tact and professionalism.
 - Initiated operations to improve overall call center productivity and over saw call center employees to ensure customer satisfaction goals were consistently met.
 - Managed call center from initial start-up to full operational status. Improved call center functionality and service capacity by resolving customer complaints efficiently and quickly.
 - Developed all process controls and metrics for daily management of the Call Center, Hence was promoted as an accent and process trainer for personal and business banking.
 - Successfully met sales target for credit cards and home Insurance and won sales champion
 - Undergone Training on Care Evolution Module by Trainers from United Kingdom.
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Personal Information: An Indian citizen married with a Vietnamese local and has a 5 year old son.

Holding a valid visa until 2021, I understand and speak a little bit of Vietnamese language.