



VISWALAKSHMI A

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Renju Bhavanam, Ampalathumkala
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MIS HEAD

To be a successful leader in operations and training management where I can utilize my potential and capabilities to achieve the organizational objectives and seize the opportunities for professional development.

HIGHLIGHTS

Cross-functional team management experience.

Strategic planning and strategic leadership

Heavy background in identifying market segments, potential markets trends and niches.

Decisive: Capable of delivering quick solutions to the marketing challenges.

Extensive work with all sources of media channels.

Result oriented: Ability to achieve target within given time.

SKILLS & PROFICIENCIES

- Motivated to listen, observe and learn.
- Laser-focused attention to detail
- Excellent organizational skills
- Strong project management, leadership and training skills
- Excellent analytical skills – Expert in forward thinking
- Strong presentation skills and organizational abilities – Effectively cooperates with senior level management.
- Problem-solving skills – Efficient even under pressure, always meets deadlines, willing to put in extra hours to complete assigned work.
- Can handle many assignments – multi-tasking

WORK HISTORY

MIS HEAD

Frostees India Pvt Ltd | 2021 - Present

- Managing all operations in Kerala Region. Liaising with government officials.
- Ensuring Profitability of company by providing batch start (Mobilization) on time.
- Setting up new training centres as per SOP.
- Ensuring the Training Quality & placement of candidates
- Ensuring the document collections of Candidates and work for the Payment release from government

TRAINING & PLACEMENT MANAGER

Frostees India Pvt Ltd | 2018-2021

- Taking care of Kerala Regions Training and placement responsibilities
- Providing Master Training Sessions to Candidates and Trainers
- Placed 500+ candidates in different sectors Research
- for new training materials and session plans
- Maintaining and submitting all databases regarding placement and training to state officials
- Managing all trainers and placement officers in Kerala region
- Ensuring Profitability of company by providing 80% placement for all enrolled candidates
- Ensuring training quality
- Ensuring students stability at different companies
- Responsible for 100% certification of candidates after training

ACHIEVEMENTS

- Developed strong relationships with managers and staff, creating a cohesive and productive team within a deadline-driven environment
- Fostered teamwork that motivated employees to achieve their highest potential. Initiated marketing ideas that targeted buyers and led to advertising programs currently in place
- Created exceptional support and training systems, which maximized team effectiveness and allowed quick rollout of campaigns
- Automated numerous internal systems, increasing speed and efficiency, and accepted additional responsibility to manage provisioning, training

ADDITIONAL CERTIFICATION

Hospitality Assistant Trainee

DDU GKY Training Project

Trained under Central Govt. Project DDU-GKY for Hospitality Assistant Trainee in 2016

Activities:

- Attending to visitors and welcoming them warmly and professionally
- Providing food and beverage services including breakfast, lunch and dinner
- Catering for a variety of different events; weddings, birthdays, parties, etc.
- Setting up trolleys and delivering them to the appropriate rooms
- Cleaning and tidying up the rooms after the customer(s) leave
- Ensuring that rooms are at acceptable standard at all times, in accordance to Health and Safety regulations and the organization's policies
- Ensuring the set-up of all events a day in advance
- Cooperating with other kitchen and catering staff to provide a smooth service
- Assisting with bar work duties when understaffed and during busy events
- Ensuring that low stock is ordered and replenished for future events
- Attending weekly staff weekly meetings and reviewing targets
- Dealing with customer enquiries

CUSTOMER RELATIONSHIP EXECUTIVE TRAINER CUM PDP TRAINER

Orion Edutech Pvt Ltd | 2016 -2018

- Trained 350+ candidates in CCE Domain Providing
- motivational sessions to candidates to build a career in BPO
- Responsible for the retention of candidates who were trained in my batch
- Taken care of soft skill sessions also
- To ensure that all candidates should pass assessments conducting by training provider or third parties
- Successfully improved student participation in the classroom through integration of creative role- playing exercises
- Developed program to work with students and increase interest in higher learning
- Met with parents to resolve conflicting educational priorities and issues
- Facilitated group sessions and provided one-on-one support.
- Trained for strong presentation skills; ability to present to all positions from entry-level through middle management
- Computer skills are mandatory (MS Office, window

EDUCATIONAL BACKGROUND

MAHATMA GANDHI UNIVERSITY | 2014-2016
Kottayam, Kerala

Master of Business Administration, Major in
Human Resource Management

PERSONAL PROFILE

Father's Name : Viswanathan K
Date of Birth : 28/05/1992
Gender : Female
Nationality : Indian
Passport No. : U7052559