



SARANYA JACKSON

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AL Yarmook Building (Tiger Building), Near to Sahara Centre,
AL Nahda, Sharjah, UAE

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PERSONAL PROFILE

Highly skilled **SCHOOL TEACHER** dedicated to children's education and development with 4 years of experience. Over 10 years of experience in call center and teaching made me highly passionate, hardworking, energetic, positive, creative, flexible and a resourceful employee.

PERSONAL DETAILS

Father's Name : R Kantharaj
Marital Status : Married
Spouse's Name : Jackson Mathew
Date of Birth : 1, November 1985
Gender : Female
Nationality : Indian
Languages : English, Tamil, Hindi and Kannada
Visa Status : Visit Visa - Valid till 20th Nov '20

SKILLS

- Excellent communication and interpersonal skills
- Good organizational and time-management skills
- Energy, enthusiasm, stamina, patience, dedication, resilience and self-discipline
- Initiative, leadership and supervisory skills and team-working abilities
- Imagination, creativity and a sense of humor
- Good judgement and an analytical mind
- Office Tools - Word, Excel, Power point, Outlook, PDF & Designing
- Clear and Effective Communication
- Adaptability
- Attention to Detail and Organization
- Empathy, Patience & Positive Attitude

TRAININGS/COURSES

- **DIPLOMA IN NURSERY TEACHER TRAINING 2020**
- CONTINUOUS PROFESSIONAL DEVELOPMENT 2019
- NANOBİ ANALYTICAL TOOL
- SQL SERVER 2008, SQL SERVER 2012
- WINDOWS95/98/2000/2007/2012

EDUCATION QUALIFICATION

St.Anne's First Grade College for Women

B.SC (COMPUTER SCIENCE), CLASS OF 2007

- From Bangalore University

St.Anne's First Grade College for Women

PRE-UNIVERSITY, CLASS OF 2004

- From State board

St.Mary's Girls High School

SCHOOLING, CLASS OF 2002

- From State board

ADDITIONAL SKILLS



DRAMA



IT



SPORTS

INTERESTS



COOKING



DANCING



ART & CRAFT



MUSIC

WORK HISTORY

Freelancer **Coordinator**
Jun '20 - Aug '20

DIASY MONTESSORI SCHOOL
BANGALORE, INDIA

KEY RESPONSIBILITIES

- Taking online classes through Skype and Zoom
- Training teachers to plan daily lessons and spoken skills

Kindergarten Teacher
Jun '16 - Mar '20

FIRST STEPS SCHOOL
BANGALORE, INDIA

KEY RESPONSIBILITIES

Assistant Teacher for lower and upper kindergarten for 1 year.

- Teaching children with varied activities

Promoted as the Class Teacher for upper kindergarten in 2018 for 3 years.

- Planning lessons & Setting up the class according to the activities.
- Preparing plans according to higher order thinking skills (HOTS).
- Writing reports on the children's progress & preparing students portfolio.

ACHIEVEMENTS

- Being appreciated for the work I do and for my creativity.
- Completed Continuous professional development and got certified in March 2019.

Senior Call Center Agent/Quality Analyst
Nov '07 - Dec '15

FIRSTSOURCE SOLUTIONS PVT LTD
BANGALORE, INDIA

KEY RESPONSIBILITIES

Call Center Agent & Senior Customer Care Associate for 3 years.

- Handling large amount of Inbound / Outbound calls and achieving targets as an agent.
- Troubleshooting for internet faults, resolving customer issues and maintaining CSAT level.

Promoted as Quality Analyst for 3 years.

- Monitoring calls, providing timely feedback, data analysis & presenting reports to stake holders.

Promoted as a Database Developer for 2 years.

- Writing stored procedures, functions and views, tuning complex sub queries, SQL, PL/SQL stored procedures, functions, and triggers.
- Experience in coding and testing various modules in a software development life cycle. Created SQL Data models, Tables, Stored Procedures, Measures, dimension and Analytic.
- Views on the BI tool, Constraints. Tuning of SQL queries and fixed the complex queries.
- Developed complex reports - multi-functioned, leveled and grouped, summary functionality in main reports providing detailed drill down through On Demand Sub-reports, complex functions, cross-tabs, charts, shared variables, imported parameters and record sets from stored procedures, error handling/messaging, clean and attractive designs, and user friendly reports.
- Worked with team on customizing the abilities of NanoBI such as exporting, previewing, printing and emailing reports. Load the data from MS Excel to BI tool and SQL table to MS Excel.

ACHIEVEMENTS

- Ustaad for the Month of Mar '07
- Operational Excellence for the month Oct '08
- Rock Kingpin for the month Feb '10
- Ms. Discipline for the month Apr & May '13
- Presented many reports to the organisation on database management.
- Have created WFM, SQ and OPSMI reports which helped the process to view their overall scores as a team/individually.
- Received much appreciation for excellent work

DECLARATION: I HEREBY DECLARE THAT THE ABOVE INFORMATION IS TRUE TO THE BEST OF MY KNOWLEDGE AND BELIEF

DATE:

PLACE:

SARANYA JACKSON