# **Archana Mattu**

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A professional with a strong background in Banking & Insurance sector with 5 years’ experience. After a 12+ year career gap due to raising child & managing family responsibilities, I transitioned & upskill myself to education community, bringing transferable skills such as Teaching, communication and problem-solving. Dedicated to fostering a positive learning environment, empowering students, and contributing to the educational community.**Skills**



* Communication
* Presentation
* Adaptability & Problem Solving
* Team Collaboration
* Time Management
* Emotional Intelligence
* Conflict Resolution
* MS Power point
* MS Excel

**Professional Experience**

**Customer Analyst**   
Dell India Pvt. ltd — Bangalore  
**Jan 2010 – June 2011**

* Responsible for all non-technical customer queries through email & phone calls.
* Responsible for weekly & monthly MIS reporting.
* Analyze Customer Invoice Gaps and validate reports.

**Portfolio Relationship Manager**  
Standard Chartered Bank — Bangalore  
**Jun 2008 – Jun 2009**

* Responsible for all non-technical customer queries through email & phone calls.
* Responsible for weekly & monthly MIS reporting.
* Analyze Customer Invoice gaps and validate reports.
* To maintain, advice and correspond with clients on their investment at a desired frequency.
* Keep customer updated on market and product that has a bearing on their portfolio.

**Customer Care Associate**   
IFFCO TOKIO GENERAL INSURANCE CO. LTD — New Delhi  
Jul, 2005 – Jul, 2007

* Dealing with customers and providing them solutions for issues like
* Claims, renewals & policies.
* Maintaining the MIS
* Analyze the customer data and preparing daily, weekly & monthly reports

**Career Gap Explanation**

**Full-time Parent (12 year Career Gap)**  
[Jan 2012] – [Dec, 2024]

* Took a career break to raise my child and manage family responsibilities.
* During this time, actively engaged in volunteering, mentoring, educational development, etc.
* Developed excellent time management, problem-solving, and organizational skills through managing a busy household and staying involved in personal development.
* Completed my Diploma in International Teaching from Asian College of Teachers institute with A+ Grade.

### ****Key Areas of Study accomplished with A+ Grade****

* Story telling sessions emphasizing vocabulary expansion/grammar/phonics
* Lesson Planning and execution of numeracy lesson.
* Teaching Method, Child centric activities & material presentation.
* Ability to ideate, execute, think and apply out of box ideas.
* Class participation, punctuality, attendance, attitude towards peers and trainers.
* Usage of adequate, appropriate and innovative teaching aids.
* Identifying Children with special needs and managing an inclusive classroom.

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| Education and Certifications |
| * **International Teaching Diploma** from Asian College of Teachers(ACT) – Year 2024 * **Bachelors in Science** (Life Sciences) –(First Class)-Jammu University - Year 2000 - 2003 * **Advanced Diploma in IT** – (First Class) - Jammu – Year 2003 * **Higher Secondary School Certificate** (H.S.S.C) – (First Class) - J&K Board of school Education- Year 2000. Institution – DBN Higher Sec School * **Secondary School Certificate** (S.S.C) –- (First Class)-J&K board of school Education- Year 1998 Institution –Anuradha public high school |