**Suja Ashwin Nair**

**Al Danah, Abu Dhabi, United Arab Emirates,**

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**SUMMARY**

A certified and experienced Kindergarten teacher. Passionate about engaging students on all levels, enhancing their social experiences by encouraging group lessons and learning.

**EXPERIENCE** CLICK TO EDIT

**Abu Dhabi, UAE**

**SUNRISE INTERNATIONAL SCHOOL**

***Kindergarten Teacher***

04/2023- Till Date

* Create and design courses based on the Topic to be taught.
* Developed and implemented engaging lesson plans that meet the needs of all students in the classroom.
* Utilized a variety of teaching methods to accommodate differential learning styles.
* Established and maintained a nurturing and stimulating classroom environment that fosters student learning.
* Conducted CPDs for teachers on Effective Communication.
* Monitored student progress and provided appropriate feedback to parents.

**Abu Dhabi, UAE**

**Cardiff institute of education**

***Nursery Teacher***

09/2021– 12/2022

* Develop creative and interactive activities for an average of 15 students between the age group of 3 – 5 years
* Inculcate the values of learning in young learners.
* Implement Friday Fun Activities that improve students learning and creative skills.
* Observe Students' progress and Consistently communicate with parents to report on student behavior, their social and developmental progress, as well as note on any observed health conditions.

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**Abu Dhabi, UAE**

**BEUTICS**

(Mobile App for Beauty fitness and wellness Services)

***Customer and Partner Relations Manager***

12/2019 – 03/2021

Worked as a Customer and Partner Relationship Manager and was responsible for building long-term relationships between the company, service providers, and customers. Address customer's concerns and complaints. Coordinate with the management to identify, analyze, and execute new Beauty business initiatives. Work closely with Sales and Marketing teams in creating sales plans and promotions for Beutics customers. Keeping customers updated about the latest service offerings, Getting new Partners (service providers) onboard etc.

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**Kasaragod, India**

**greenwoods public school**

***Kindergarten Teacher***

08/2018 – 07/2019

As a teacher, my responsibilities were to -

* Help nurture a love for knowledge, Teach students to read, write, and communicate.
* Ensure students met their goals and grow as learners.
* Use outcomes to revise and further develop learning plans.
* Create a safe and supportive classroom environment.
* Model positive and appropriate behavior for students.

**Bangalore, India**

**ENGLISH ON PHONE**

***English Trainer***

09/2018 – 03/2019

Worked as an English Trainer for Corporate Employees

Responsibilities included training and mentoring people on public speaking and English grammar.

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**Connecticut, USA**

**CERTIFIED LANGUAGES INTERNATIONAL**

**CYRACOM INTERNATIONAL**

***Contract Interpreter (English, Malayalam, Kannada)***

11/2015 – 05/2018

Responsibilities included providing clear and accurate interpretation services to the parties involved. The nature of calls is mostly medical, legal, and Government Agencies.

**Bangalore, India**

**HEWLETT PACKARD ENTERPRISE**

***Marcom and Internal Communications Specialist (Content Management Specialist)***

09/2007 – 07/2015

* Responsible for creating sales collateral, such as pricing guides, licensing documents, and configuration guides for HP Software worldwide operations.
* Create and update content in sales and partner portals working in tandem with product managers and product marketing teams
* Work closely with the Partner Portal team to understand the Sales and Channel Partner requirements and incorporate those changes to the Price Guides
* Reviewing sales reports to determine web statistics of the created reports
* Collaborated with Sales and Product Marketing management for projects and promotions
* Assisted Senior teams with Internal Communications projects, e.g., creating PowerPoint presentations
* Responsible for understanding and tracking user sentiments, keeping track (web traffic) of HP's share of videos in YouTube, Twitter, Facebook, etc.
* Contribute to the planning and executing of communications strategies
* Conducted Quarterly Business Reviews with Stakeholders to support Database
* Social Media monitoring and analysis.

**Bangalore, India**

**DELL INTERNATIONAL SERVICES**

***Internal Communications, Quality Analyst, and Senior Customer Support Analyst***

01/2003 – 08/2007

* Create periodic Newsletters and flyers for US Customer care operations.
* Work closely with Process Engineering Teams to communicate process updates/changes to the Customer Care operations team by creating flyers, banners, and other communications.
* Maintain a constant flow of communication between the SPOCs in the US for updates and other business-related issues.
* Monitor the Quality of Call Centre Operations.
* Present Quality performance update to Leadership team during Monthly & Quarterly business reviews to help monitor performance, identify key misses, if any, and draw out plans to achieve goals
* Identified and participated in process improvement projects
* Generated and published weekly reports for stakeholders by presenting different trends and analysis to help businesses track performance against the set metrics for various LOBs
* Coordinated with Business Coaches/Training teams/AMs/TLs to identify BQs and action plans
* Managed compliance reporting for the entire team
* Mentored new recruits on technical and functional aspects of operations and project management
* Analyzed the major complaints or suggestions received frequently and evaluated their practical implementation to an organizational system
* Completed the Yellow Belt Training for Dell's Six Sigma Procedures for Business Improvement.

**SKILLS**

* Marketing & Sales
* Training / Coaching
* Product Marketing
* Marketing Communications
* Internal Communications
* Content Creation & Content Management
* Project Management
* Customer Support
* Language Interpreter

**EDUCATION**

**Bachelor of Commerce**

**BANGALORE UNIVERSITY**

1998 – 2001

Bachelor of Commerce, Bangalore University, 2001

**PGDBA**

**SYMBIOSIS CENTRE FOR DISTANCE LEARNING**

2006 – 2008

Post Graduate Diploma in Business Administration with a major in Marketing Management

**PGDEYCE**

**Asian College of teachers**

2021- 2022

Post Graduate Diploma program in Early Years Care and Education, a comprehensive 18-month course that addresses all aspects of development during early childhood.