**KAVITHA E**

No.21/220, 9th Street

Anna Nagar East

Chennai – 600 102

Mobile: 9176277985

**Email:** [**kavibose@rediff.com**](mailto:kabibose@rediff.com)

**OBJECTIVE:**

Looking for an exciting career opportunity as a HR Quality Analyst and Voice and Accent trainer in an organization seeking professionals with in-depth understanding of the service industry and drive to succeed.

**PROFILE:**

Professionally committed and responsible. Adapt easily to new situations. Enthusiastic, resourceful and trainable.Successfully handled a wide range of function using a combination of creative organizational and writing skills. Maintain focus in demanding work environments under deadline and pressure conditions.

**EDUCATION:**

Bachelor of English Literature, University of Madras

Master of English Literature, University of Madras

**WORK EXPERIENCE:**

**Human Resource Quality process Analyst / Voice and Accent Trainer**

JMA Information Technology

Ambattur Industrial Estate

Chennai

Dec 2012- May 2014

**JOB RESPONSIBILITIES**

Maintained human resource staff by recruiting, selecting, orienting, and training employees.

Managed talent and succession planning; Took overall responsibility for recruitment activity and campaigns

Reviewed the performance of the HR Executives , identified training needs and planned training sessions

Designed Training Material on Process, Soft Skills and Voice and Accent

Built content on behavioral trainings and conducted Training sessions to boost up the performance of the team members

Strong Focus on coaching, Call monitoring and Feedback process

Verify the quality of the submissions by the HR Executives and approve the Applications

**Branch Manager & Senior Trainer ( voice and Accent, Personality Development and IELTS )**

ORION EDUTECH

Chennai -600 040

Nov 2010- Nov 2012

**JOB RESPONSIBILITIES**

Trainer for Accent Neutralization

Trainer for Diploma in BPO Management (HCL)

Instructor for IELTS

Carried out regular call monitoring sessions for candidates to identify gaps and incorporate them in the training

Trained the new trainers

Trainer for Business communication, Interpersonal skills , Human Resource Management and Customer Relationship Management

**Freelance Trainer – March 2006- Dec 2012**

**PROGRAMS**

[Leadership Training](http://www.mmmts.com/leadership_training.htm)

[Communication Skills](http://www.mmmts.com/communication_skills.htm)

Stress Management

[Voice and Accent](http://www.mmmts.com/accent_neutralization.htm)

[English Language](http://www.mmmts.com/language_training.html)

Time Management

[Telephone Etiquette](http://www.mmmts.com/telephone_etiquette.htm)

**Counselor and Customer Support Executive**

Canam Consultants Limited for Immigration & Abroad Education

Anna Nagar East

Chennai -600 102

Aug 2004 – Feb 2006

**JOB RESPONSIBILITIES :**

**IMMIGRATION :**

Handled documentation for Immigration to Canada and Australia

Processed Highly skilled Migration Visa for UK.

Updated with immigration Procedures

Assessment on the Candidate’s academic and Professional qualification

e-mail responses to the queries

Verification of the given documents

Following up the clients before and after the file No. is allotted from the Canadian High Commission

**Abroad Education**

Counseled the students through the entire process and helped them choosing the right course befitting their interest and aptitude.

Regular reminders to the students to focus their individual attention on preparing for all prerequisite standardized tests.

Assisted the students with the assimilation of all necessary academic and financial documents, as specified by the University or College they have to apply for.

**PERSONALITY SKILLS AND TRAITS:**

Self-Motivated and has excellent attitude towards work

Highly enthusiastic about learning new areas.

Hardworking, dedicated and possesses emotional stability.