

Client Name and Contact details

Employment and relevant work-related experience:

Date From/To	From : January 2012 to present day	Role title, Employer	Registrar, Customer services manager and examinations manager at British Council, Rwanda
--------------	------------------------------------	----------------------	--

Brief Summary of role and achievements:

Role:

- Managing the smooth running of British Council, Rwanda teaching centre activity to clients' and customers' satisfaction, while meeting teaching centre standards.
- Key duties include customer relationship management ensuring at all times the needs of the teaching centre customers are met to standards; teaching centre administration; financial management including reconciliation of income and expenses, accruals, invoicing and debtor management; and monitoring and development of equal opportunities and diversity policy in relation to the teaching centre .
- Heading the customer services team and ensuring that information is easily and promptly available to the customers, all processes are clearly explained and providing a feel-good effect to the entire customer experience.
- My role also involves business development by meeting representatives of various educational organisations to market the language courses and exams.
- I am the country coordinator for the environment management framework tool. My duties include formulating the environment policy for the entire operation, calculating the carbon footprint, making staff aware of environment healthy practices and implementing these in all our activities e.g. procurement, projects, exams and teaching and putting together a plan to reduce, reuse and recycle in order to achieve regional targets of reduced carbon emissions.
- As an exams manager, my role is primarily concerned with day-to-day delivery of exams, ensuring that this meets or exceeds customer , exam body and British Council standards. Managing a team of invigilators and exam assistants and providing necessary training to ensure smooth administration of exams.
- Related financial responsibilities include ensuring that the exam data on British Council financial systems is accurate and up to date, prepare cash flow forecasts and yearly financial forecasts, invoicing and income accruals.
- Other responsibilities include managing risks to maximise chances of business growth and ensuring that risks are recorded and shared with those who need to know.
- Am also the IT lead for the office and am responsible for solving day-to day IT issues related to user accounts and coordinating with the Global British Council IT hub to solve major issues that may come up. Lead on procuring IOT equipment like laptops, server etc. and managing the ISPs in order to get uninterrupted service.

Achievements: A growth in the exams business and becoming an independent exam centre for administering IELTS and other UK university exams. Achieving the Sub Saharan regional target on the environment framework tool.

Successfully completed a course in Customer Focussed Working and have been awarded a certificate in Customer Service Excellence by the Institute of Customer Service (ICS) , UK.

Date From/To	From : January 2012 to present day	Role title, Employer	Nutrition consultant at Green Hills Academy, Kigali, Rwanda
--------------	------------------------------------	----------------------	---

I am a part time consultant at Green Hills Academy, an international secondary school in Kigali, Rwanda.

My job involves meal planning for students and staff , ensuring that a healthy meal is cooked and served to each student and staff member every day, training kitchen staff on meal preparation and planning and storage of food items, dealing with vendors and food suppliers, ensuring compliance to Rwanda Bureau of Standards, preparing weekly orders and aiming to provide maximum variety on a tight budget.

In addition to the above, the job also involves training staff and supervising weekly stock taking , following a strict procurement process to ensure that the school gets a good bargain without compromising on quality.

Provide insights to the school management on possible re-modelling and installing energy efficient equipments to conserve electricity and water and at the same time ensuring that healthier cooking methods are adopted.

I also give presentations to students on food conservation and counsel individual students and staff members on specific nutrition needs.

Date From/To	From : April 01, 2011 to December 2011	Role title, Employer	Business Development Officer at Sanvei Institute of Technology, Kigali, Rwanda
--------------	--	----------------------	--

Brief summary of role and main achievements:

Role- Sanvei Institute is a premium IT training institute established with the aim of providing IT trainings to corporates and individual students.

As a general manager my responsibilities include working closely with the Centre Head of SIT to broaden the retail and corporate customer base.

Manage the Financial Accounting of SIT.

Carry out liaison with the ministries and corporates in Rwanda on IT training aspects.

One on one dealing with the Rwanda Development Board (RDB) about marketing and operational aspects.

Achievements: Have brought in corporates like TIGO and Access Bank who have given a business of USD 70k over a period of 7 months. Through effective marketing and PR, have carved a position for the company in Kigali. Through my efforts, the company is now looking to expand business to South Sudan.

Date From/To	From Nov 2006 to Dec 2009	Role title, Employer	Public Relations Officer and Academic Administrator in Fravashi International School, Nashik, India
--------------	---------------------------	----------------------	---

Brief summary of role and main achievements:

Role: My responsibilities at the school included:

- An integral part of the admission department; involved in interacting with prospective parents to explain curriculum and taking them on school tours. Designing the prospectus, school brochures, part of the team working on the school website and planned the school calendar.

- Planning international tours; also have accompanied students on an educational tour to Paris, and organising visits and tours locally.

- involved in curriculum development, teachers' training and executing the procedures as laid down by the University of Cambridge.

- have worked on software development which is part of the e-learning drive launched by the school

- working with the IGCSE coordinator for sending entries to Cambridge, launching teachers' training programs, mapping the -IGCSE curriculum with available resources for effective delivery of subject contents, planning tests, making question papers and worksheets and planning the school time table

- taking Cambridge ESOL classes and helping students register and take the various English examinations as provided by The British Council; viz. The Young Learners' English, Key English Test, Preliminary English Test and the First Certificate in English (part of the Cambridge main suite examinations). Working towards the achievement of

the Gold Member status from The British Council by the school, by helping more than a hundred students take the Council examinations for three consecutive years.

- part of the school team for organising functions, school meets, competitions and seminars
- organising and managing career counselling sessions of students with external agencies e.g. Young Buzz, Mumbai.
- overlooking the boarding school activities and took evening preparatory classes in science for the boarders of grade VII
- worked as a recruitment head in the school and monitored the recruitment process for teachers and administrative staff. The process involved explaining the HR and pay policies.

Achievements:

- During my tenure as a PR officer, the number of students in the school increased from 200 to 700.
- My qualification as a dietician helped in streamlining the kitchen and dining, designing weekly menus and proved useful while counselling children and parents on healthy eating.
- I was the coordinator and trainer for the British Council ESOL courses for students. Due to marketing efforts, the school achieved the Gold member status for consistently enrolling 200 students every year, for three years, for the Young Learners’ English courses.

Date From/To	March 2002 to Dec 2002	Role title, Employer	Senior Dietician and Sales Head at VLCC Health Care Centre, Hyderabad, India
--------------	------------------------	----------------------	--

Brief summary of role and main achievements:

Role:

- enrolling people for a suitable weight loss program
- planning diets as per the requirements of the individual
- psychological counselling
- led and trained a team of dieticians and diet counsellors
- Looking after Sales and Corporate tie ups for Institute growth.
- Monitoring the functioning of the centre along with the Centre Head and Supervising the beauty and slimming divisions.

Achievements:

- Effectively achieved the monthly sales target both individually and cumulative for the entire centre.
- Ensured that the candidates enrolled for treatment completed their program in time and that they understood and followed the dietary guidelines.

Date From/To	March 1997 to Dec 1997	Role title, Employer	Nutritionist at Child-In-Need Institute (CINI), an NGO working for maternal and child health.
--------------	------------------------	----------------------	---

CINI is an award-winning, registered Non-Governmental Organisation (NGO), operating primarily in West Bengal and Jharkhand, India. It has over 35 years of experience in the issues affecting poor women, children and adolescents from some of the most disadvantaged areas of India. (www.cini-india.org)

The projects that I was involved with at CINI included:

-  **Identifying out-of-school children** in poor slums, mainstream them into formal schools through bridge courses and retain them.

- ✚ **Supporting education of children** by ensuring formal education at the elementary level, arranging vocational training for girls and work with the village community to counsel parents and encourage them to ensure local community involvement.
- ✚ Monitoring the **“School meal programme”** which was aimed at providing a healthy, well-balanced meal to school children.
- ✚ Monitoring the **adolescent girls’ anaemia prevention programme** which aimed at reducing the prevalence of iron deficiency anaemia amongst adolescent girls.
- ✚ **Part of the team at the Antenatal Clinic, Reproductive Health Clinic , Nutrition Rehabilitation Centre and the Lactation Management Unit.**
- ✚ **Creating awareness and distribution of CINI nutrimix:** CINI nutrimix is a low cost nutritional food which consisted of roasted wheat and green gram in a pre-determined proportion.

Other relevant experience:

Relevant experience	Dates
✚ On job training in Clinical Biochemistry from Vivekananda Institute of Medical Sciences, Kolkata, India	✚ 8 May to 23 May 1995
✚ On job training in food preservation and nutrition education from Department of Women and Child Development, Government of India, Kolkata, India	✚ 5 June to 16 June 1995
✚ On job training in Community Health and Nutrition from the NGO CINI (Child- In-Need-Institute) Chetana Resource Centre- Training wing, Kolkata, India: Received extensive training to work at CINI to monitor Mother and Child health and nutrition. Worked on field to develop and train people on low cost diets, supervised implementation of school meal programmes, record mother and child health using nutritional assessment tools and educate the family on health and nutrition.	✚ 16 July to 14 August 1996
✚ As a trainee dietician in BM Birla Hospital and Research Centre, Kolkata, India: Planning diets for the patients with cardiac and / or renal failures, diabetics, post operation and pre operation cases and for children and infants with heart problems.	✚ 20 May to 20 June 1996
✚ As a customer care manager at Hyundai, Hyderabad, India	✚ March 2001 to Sept 2001
✚ As an English and Science teacher at Hem Sheela School and Army School, West Bengal, India.	✚ October 2003 to Feb 2006

Education/qualifications :

Qualifications	Dates
<p><u>Post Graduation:</u></p> <p>Institute of Health Care Management, Chennai, India- Advanced Diploma in Public Health and Hospital Administration</p>	March 1998 to February 2000
<p><u>Graduation:</u></p> <p>B.Sc. Clinical Nutrition and Dietetics from University of Calcutta, India</p>	May 1994 to June 1997
<p><u>Schooling:</u></p> <p>Indian School Certificate Examination from Indian Council of School Examinations in 1994 and ICSE in 1992 with First Division marks.</p>	IGCSE (Grade XII)- 1994 ICSE (Grade X)- 1992
<p><u>Other Qualifications:</u></p> <p>Certificate in computer fundamentals- MS office softwares, fundamentals of design, photoshop, flash, director with lingo from ARENA multimedia institute, Hyderabad, India- 2002;</p>	13 May, 2002
<p>Diploma in Nursery Teachers' training from Esther lands Educational Institute, Bangalore, India- 2002</p>	20 September , 2002
<p>Certified by The British Council, Mumbai India, as a trainer for ESOL courses/classes-2007. The British Council Seminars trained us on curriculum preparation, class preparation and management while delivering lectures for the Young Learners' English course. These are qualifications offered by The British Council as part of the ESOL examinations.</p>	19 October, 2007
<p>Certified by the Institute of Customer Services for completing a course in “ Managing Service Excellence”</p> <p>Trained First aider</p>	October 2012
<p><u>On –Job Trainings:</u></p> <ul style="list-style-type: none"> • Forecasting and budget management on SAP • E- learning course on Environmental Awareness • Health and Safety , and, Equal opportunities and Diversity trainings • Managing service excellence – customer complaint handling • Constructing measurable and impactful deliverables • Procurement trainings that included defining requirements, getting and evaluating proposals, negotiating, ordering and monitoring and review. 	

Declaration

I declare that all the information I have provided in support of my application is, to the best of my knowledge and belief, correct and complete.

Sudipta Talapatra
08.07.2013
