CURRICULUM VITAE

PERSONAL INFORMATION

Name : Jayashree Balachandran
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CAREER OBJECTIVE

To obtain a career in a growing organization, where I can prove my abilities by accepting challenges, fulfilling organizational goals, and climbing the career ladder through continuous learning and commitment.

ACADEMIC QUALIFICATION

- M.Com (International Business) from Bharathiar University (2007-2009) with 85%
- B.Sc Microbiology from Bharathiar University (2004-2007) with 79 %
- H.S.C with an aggregate of 89 %

PROJECTS & TRAINING DONE

- Monitoring Glycemic Control in Diabetic Patients
- Microbial growth
- Export & Import of Textiles
- CPC Training

AREA OF INTEREST & HOBBIES

- Yoga
- Learning a new skill

- Logistics
- Photography
- Travel
- Bird Watching
- Trekking

TECHNICAL SKILLS

- Computer Knowledge: Proficient in MS Office
- Operating System: Windows, Mac

ADDITIONAL QUALIFICATION

- Certificate course in Personality Development
- Certificate course in Psychology of Adjustment
- Diploma in Diagnostic & Clinical Laboratory
- Diploma in Food Preservation
- Certificate of completion in HR Management Assesment

SOFT SKILLS

- Accepting Challenges.
- Ability to work as an Individual as well as in a group.
- Time Management.
- Flexibility.

WORK EXPERIENCE

- Medical coder at NTT Data (2018)
- Academic Counselor at KGiSL (2019 - 2022)
- HR-Employee Engagement Specialist at AceNgage (2022- At Present)

KEY SKILLS AND COMPETENCIES

Professional Skills

- Good listening, planning, conflict resolution, and problem-solving skills.
- Supporting Social-Emotional Learning programs.

Professional Skills

- Assist candidates during the registration process.
- Using tact diplomacy when dealing with candidates, team members, and administrators.
- Working knowledge of the career opportunities available to candidates.
- Interacting professionally with a broad spectrum of individuals and groups.
- Evaluated and updated job postings, guaranteeing a detailed representation of role responsibilities, requirements, and qualifications.
- Conducting exit interviews across industries like IT,Big4s,Pharma & BFSI and Stay surveys.
- Conduct employee engagement surveys and implement action plans.
- Conducted in-depth feedback from ex-employees and identifies key attrition trends.
- Flagged critical cases (harassment,toxic leadership) for client intervention.
- Good communication and people skills.
- Grievance handling and performance management.
- New hire engagement.
- Candidate Engagement
- Renege Analysis
- Enhancing client engagement and retention for organisations by implementing consistent feedback strategies, resulting in a significant reduction in overall attrition rates.
- Recognizing potential warning signs and promptly communicating these to clients to prevent early employee turnover.
- Offering insights to enhance recruitment processes and onboarding procedures for improved efficiency.
- Soliciting authentic feedback from employees to enhance the overall employee experience and foster continuous improvement.
- Refining processes and strategies based on analysis of teams and overall dynamics to understand why some teams perform better than others.
- Understand the specific reasons for attrition and to suggest better employee engagement policies.
- Attrition Management
- Support employee life cycle from onboarding to termination, including conducting exit interviews

Personal Skills

- Strong work ethic and drive to do whatever it takes to meet candidate achievement goals.
- Open to critical feedback and have the desire to learn and increase effectiveness continuously.

AREAS OF EXPERTISE

- Academic support
- Counseling
- Digital Marketing (Basics)
- Schedule development
- Course Registration
- Data collection
- Team Management
- Authoritative as needed
- Organized
- Strong Assessment skills
- Time Management
- Presentation Skills
- Open-mindedness
- Computer skills
- Empathy
- Active listening
- A non-judgmental approach
- Employee Relations
- Human resources
- Exit interviews
- Marketing

ACHIEVEMENTS

- Certified as Best Volunteer in National Seminar on “PORT INFRASTRUCTURE”.
- Rank Holder during Graduation.
- Member of Coimbatore Nature Society (CNS).

- Conducted presentations, workshops, Counselling & Career development events for 100-plus candidates.
- Certified as a Best Volunteer in the “Cloudera” workshop.
- Conducted more than 1000 exit interviews.
- Received the best achiever award at AceNgage. (November 2022)
- HR Management Assesment certificate of completion

PERSONAL PROFILE

- Father’s Name: B.Balachandran
- Date of Birth: 06.10.1987
- Gender: Female
- Marital Status: Married
- Languages Known: English, Tamil, Telugu, Japanese (Basic)
- Nationality: Indian
- Religion: Hindu

DECLARATION

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date :
Place :

(JAYASHREE BALACHANDRAN)