

POOJA JAYA

Kerala, India

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PROFESSIONAL SUMMARY

Highly motivated and student - focused IELTS Trainer and Administrative Assistant with 2 years of experience in IELTS instruction and academic operations. Trained over 160 students with an 85% success rate, offering personalized coaching and effective classroom management. Proven administrative skills including record maintenance, scheduling and communication handling. Holds certifications in Tally ACE and Diploma in Computer Applications. Fluent in English and Malayalam with basic Hindi proficiency.

PROFESSIONAL EXPERIENCE

IELTS Trainer and Admin Assistant , ECR Institute of Management Studies, Udupi, Karnataka

May 2023 - May 2025

- Trained 160+ students, achieving target IELTS scores for 85%.
- Conducted speaking, listening and reading tests, grammar workshops and writing correction sessions.
- Handled communication with students and parents regarding progress and results.
- Managed student admissions, attendance records and class schedules.
- Communicated performance feedback to students and parents.
- Handled email correspondence, enquiry follow-ups and documentation work.
- Organized student orientation sessions and assisted with academic counseling.

Pro Biking Advisor, Sarathy Motors Pvt. Ltd., Kollam, Kerala

April 2022 - April 2023

- Guided customers in selecting bikes based on needs and preferences.
 - Delivered product demos, safety instructions and post-sales support.
 - Maintained sales records, handled registration, insurance and finance documentation.
 - Supported marketing campaigns and resolved customer queries professionally.
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EDUCATION

Bachelor of Science in Mathematics

St. John's College, Anchal, Kerala

May 2019 - April 2022

Higher Secondary - Biology Science

Jawahar Higher Secondary School, Ayur, Kerala

June 2016 - May 2019

ADDITIONAL INFORMATION

- **Skills:** Student Counseling, Academic Administration, Documentation & Reporting, Email Communication, Customer Service, Reception Coordinator, Student Support, Spoken English Teacher
- **Languages:** English (Fluent), Malayalam (Native), Hindi (Basic)
- **Certifications:** Tally ACE (Grade B), DCA (First Class) , IELTS (6.5 Band)