



Kokila Balakrishnan

Admin, Trainer & Team Leader

Dynamic Team Leader with a proven track record in motivating, planning, and monitoring operational goals to drive efficiency and success. Proficient in identifying and addressing operational issues through strategic problem-solving methods. Armed with a Bachelor's degree in Statistics and 7 years of hands-on experience in leadership roles, adept at fostering high-performing teams and achieving operational excellence.

Expertise

- Conduct regular staff meetings to drive accountability and ensure each team member performs better.
- Develop and deliver comprehensive training programs for new recruits, equipping them with the skills and mindset to excel as goal-oriented professionals.
- Perform regular call audits and generate detailed reports on a daily basis to identify areas for improvement and enhance overall performance.
- Collaborate with other coordinators to align efforts and facilitate the achievement of collective collection goals, while ensuring timely and accurate report summarization.
- Entrusted with comprehensive office administration responsibilities, including petty cash management, attendance reporting, and oversight of office expenses, demonstrating versatility and proficiency in multitasking.

Experience

Seyon Enterprises, Chennai

Designation: Admin Manager cum Team Leader

Dec 2019 to June 2022

- Trained, managed, and developed a high-performing collections team to optimize productivity and results. Ensured strict adherence to the mandates of the Fair Debt Collections Act among all collectors to mitigate business liability risks.
- Oversaw and supervised a specialized debt collection team dedicated to recovering high-risk bad loans. Conducted employee evaluations and implemented monitoring measures, including call monitoring and spot audits, to maintain quality standards.
- Provided guidance and support to staff in achieving collections goals, fostering a culture of success and achievement. Offered ongoing administrative assistance to the Director and two senior-level Managers, managing complex calendars, scheduling meetings, appointments, and travel arrangements efficiently.
- Prepared and submitted quarterly budget reports ahead of specified deadlines, contributing to effective financial management. Implemented enhanced new employee training protocols, streamlining the onboarding process from 4 weeks to 2 weeks for improved efficiency.

Enrich and Excel / Aptitude Buster (Part Time), Chennai

Designation: Master Coordinator

April 2017 to Till Date

- Develop training schedules, ensuring timely and comprehensive coverage of all training topics. Facilitate the onboarding process for trainers, ensuring they are equipped and prepared to deliver effective training sessions.
- Ensure the availability of worksheets for each training question, facilitating interactive and engaging learning experiences. Maintain accurate attendance reports, course coverage reports, and feedback reports to track participant progress and training effectiveness.
- Coordinate with the training and placement cell, Heads of the department, and faculty members to ensure the smooth conduct of the training program. Follow up on the payment process, ensuring timely and accurate processing of payments for training services rendered.

Future Navigators, Chennai

Designation: Chief Student Counselor

July 2022 to May 2024

- Provide tailored guidance, expert insights, and practical solutions to clients to help them make informed decisions and overcome challenges. Develop customized action plans by setting measurable goals and outlining implementation steps based on client objectives.
- Regularly monitor client progress, review outcomes, and offer constructive feedback to ensure clients stay on track and make necessary adjustments for success. Manage day-to-day administrative tasks of the consultancy office, including maintaining supplies, handling correspondence, scheduling appointments, and coordinating meetings.
- Assist in client relations by addressing inquiries, providing information, and coordinating meetings to ensure effective communication between clients and consultants. Maintain accurate records and documentation related to client interactions, contracts, invoices, and administrative tasks while ensuring confidentiality and compliance with regulations.
- Support consultants with project coordination by managing schedules, tracking deadlines, preparing documents, and facilitating communication among team members. This may involve research, data analysis, and presentation preparations.

Freelance Aptitude Trainer, Chennai

Jan 2024 to Till Date

- Design and deliver comprehensive aptitude training programs focusing on quantitative aptitude, logical reasoning, and verbal ability.
- Conduct both online and offline training sessions for college students and job aspirants preparing for competitive exams and corporate recruitment.
- Develop customized study materials and practice tests aligned with various competitive exam patterns and corporate assessment requirements.
- Provide one-on-one mentoring and performance tracking to help students improve their analytical and problem-solving skills. Maintain detailed progress reports and analytics to measure student improvement and training effectiveness.

CCC Digital India Pvt Ltd (PRAPTI), Hyderabad

Designation: Super Admin

June 2024 to Till Date

- Manage comprehensive trainer recruitment processes for college training programs, identifying and onboarding qualified freelance trainers to ensure high-quality educational delivery.
- Oversee end-to-end training program administration, including class monitoring, tracking progress, and maintaining detailed documentation of course activities and participant engagement.
- Develop and prepare comprehensive test reports and course completion documentation, ensuring accurate tracking of training program outcomes and participant performance.
- Handle critical financial administrative tasks, including preparing invoices, maintaining accounts, and coordinating billing processes for training services.
- Coordinate and manage online class logistics, facilitating seamless digital learning experiences by liaising between trainers, educational institutions, and participants.

Contact

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Chrompet, Chennai - 600 044.

Strengths

- Ability to remain calm and collected under pressure, maintaining composure in challenging situations.
- Proven capability to take ownership of issues and work efficiently with minimal supervision, demonstrating a strong sense of responsibility.
- Flexibility to work flexible hours, including evenings and weekends, to accommodate project needs and deadlines.
- Exceptionally organized with a keen eye for detail, ensuring accuracy and precision in all tasks.
- Aptitude for responding promptly to timeframes and deadlines, exhibiting agility and efficiency in task completion.
- Effective in working both independently with limited supervision and collaboratively in a team environment, fostering cohesion and productivity.

Education

2015

B.Sc. Statistics

S.D.N.B. Vaishnav College for Women,
Chennai.

2020

MBA - HR

University of Madras, Chennai.