

CURRICULUM VITAE

Isha Kundu



✉ **Email:**

ishakundu@gmail.com

☐ **Contact Number:**
7677872830,7004280759
8298865474

Temporary address:

Isha Kundu
D/o Shri Prabir Kundu
Kundu Villa
Convent Street Tharpkhna
Dist- Ranchi
Jharkhand, 834001

Permanent Address:

Isha Kundu
D/o Shri Prabir Kundu
Kundu Villa
Convent Street Tharpkhna
Dist- Ranchi
Jharkhand, 834001

OBJECTIVE

To seek a challenging environment that encourages learning and creating and provides exposure to new Ideas, stimulating personal and professional growth in the respective field and also to attain professional growth by my sincerity, dedication and efficiency.

WORK EXPERIENCE

- Working as a **Counselling Psychologist** in **National Institute of Advance Manufacturing Technology, Hatia Ranchi** from 17th Dec'2021 to 31st January'26.
- Worked as a **Counselor** in **Cambrian Public School, Kanke Road Ranchi** from 27th July'2019 to 30th July'2020.
- Working as a **Soft Skill Trainer** in **Vantage Skill Development Solution Ranchi (108 Emergency Ambulance Services a project of Jharkhand Govt.)**.
- Having 3 Months Experience in Association **with Infobit Solution Pvt. Ltd.** For **Psychological Assessment and Counseling of 350 plus Sports Cadets** residing at **Jharkhand State Sports Pramotion Society**.
- Worked as a **Counselor** in **St. Michael's School, Jajpur , Sparom, Ranchi** from 1st May'2018 to 26th July'2019.
- Worked as a **Counselor Officer** in **Piramal Swashthy (104 Chikitsa Salah a project of Jharkhand Govt.) Doranda Ranchi** from 3rd Feb 2014 to 30th November 2017.
- Worked as **Team Leader** in **Jharkhand Grievance Management System Kanke, Ranchi (A PROJECT OF JHARKHAND GOVT.)** From 17th Dec 11 to 12th Dec 2013.
- Worked as a **Social Worker** in **Jharkhand Swabhiman Church Road, Ranchi** from March 2009 to November 2012.

WORK EXPERIENCE: COUNSELOR

- To Handle the Citizens Grievances Problem From all Part of the Jharkhand & Providing Information.
- Helping people work through their emotions, develops coping strategies, and adapt to their environments.
- Help the peoples for improve their family relationships and cope with difficult situations such as divorce, illness or death. They guide

Personal Data

Date of Birth : 23rd Jan
1985

Sex : Female

Nationality : Indian

Marital Status : Unmarried

Languages known: English,
Hindi, Bangla, Marwari.

Hobbies : Reading Books,
Listening to Music.

WORK EXPERIENCE: SOCIAL WORKER

- Involved in the process of making referrals to link a family or person to needed resources and simply provide information. Follow up to be sure the needed resources are attained. This requires knowing resources, eligibility requirements, fees and the location of services.
- In this role, fight for the rights of others and work to obtain needed resources by convincing others of the legitimate needs and rights of members of society.
- In this role, Involved in teaching people about resources and how to develop particular skills such as budgeting, the caring discipline of children, effective communication, the meaning of a medical diagnosis, and the prevention of violence.

WORK EXPERIENCE: TEAM LEADER

- Managing the daily running of the call centre, including sourcing equipment, effective resource planning and implementing call centre strategies and operations.
- Carrying out needs assessments, performance reviews.
- Setting and meeting performance targets for speed, efficiency and quality.
- Ensuring all relevant communications, records and data are updated and recorded.
- Handling the most complex customer complaints or enquiries.
- Liaising with operatives to gather information and resolve issues.
- Coaching, motivating and retaining staff and coordinating bonus, reward and incentive schemes

EXTRA CURRICULAR ACHIEVEMENTS

- Awarded by best customer care executive in Reliance BPO.
- I have succeeded many real cases through my knowledge which is related to psychological issues such as Family problems, Educational problems and Social problems etc.

TRAINING UNDERGONE

- Successfully Completed **Pranic Healing (Arhatic Yoga)** Under of World Pranic Healing Foundation, Inc Manila Philippines.
- Successfully Completed Diploma in **Akashic Records & Soul Channeling and Mediumship** Under Dr. Pradeep Kumar Blessing Healing Hub.
- Successfully Completed **Counselling & Psychotherapy** Training Under Dr. Manoj Kumar and Dr. R. K. Ram Parmarth Sewa Samiti Prayagra.
- Successfully Completed **Art of Nonviolence Communication, Secret of Harmony in Relationship, Unlock The Success Within, Emotional Wellness Workshop** Under Dr. Saurabh Chaudhuri MD (Radio Diagnosis and Imaging) HOD RIMS Ranchi.
- Successfully Completed **SHA's Entrepreneurship Certification** under Success Habit Academy.
- Successfully Completed Disorder (PTSD) in Covid19 under Parmarth Rehabilitation Center.
- Successfully Completed **Reiki Level 1, 2 & 3** under Runhan World.
- Successfully Completed **Student NLP / Memory Mastery** with NLP Techniques.
- Successfully completed the three days Work Shop **Nero - Linguistic Programming (NLP)**.
- Successfully completed the training on **Rashtriya Kishor Swasthya Karyakram (RKSK)** under **National Health Mission Namkum**.
- Successfully completed the training on Soft Skill.
- Successfully completed the training on Family Planning.

EDUCATION

DEGREE	MAJOR SUBJECTS	INSTITUTE	YEAR OF PASSING
M.A (Psychology)	Psychology	Vinayaka Mission University Salem India	2013
GRADUATION	Psychology	Ranchi University	2006
Intermediate	Arts	J.A.C	2003
Matriculation	Music	J.A.C	2001

INTERNSHIP & PROJECTS

- Advanced Diploma in computer application And DTP from Alpine.

TECHNICAL SKILLS

- **Operating Systems:** WINDOWS-XP,98,2000,Windows 10
- **Utility Packages:** MS Office, Excel, Power Point,

STRENGTHS

- An Attitude of Thinking Different and Implementing Creative Ideas.
- I have always loved my work; this indeed is my greatest strength.
- Committed work and perseverance is my strength that leads my way.
- An Attitude of Positive Thinking and adaptive to new things.
- A Cooperative nature, flexible to changing environment.

ABOUT ME

I consider myself to be a highly self-motivated, confident and adaptive person who believes that commitments should be fulfilled under all circumstances. Given an opportunity, I am confident that I will prove to be an invaluable asset to any organization that chooses to place confidence in me.

DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

(Isha Kundu)