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|  **Sylvia Jeyakumar** |

**Summary:**

* Five years of experience as Teaching Faculty in Madras Christian College, India in Social Work (Human Resource Management)
* Seven years of professional experience in Administration / Customer-Relations in socio-economic projects for Oikocredit (Netherlands based)
* **Experienced in translating training materials, write-ups etc from Tamil to English and English to Tamil**
* Experienced in undertaking research projects and guiding students in their research
* Proficient in data entry and maintaining integrity of data
* Excellent interpersonal and communication skills
* Experienced in delivering quality outcomes before deadlines
* Excellent team player

**Work Experience:**

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| Period | Organization | Designation |
| March – May 2009 | Best Practice Australia Pty Ltd | Research Support |
| April – June 2008 | Telstra Corporation | Sales Consultant |
| July 2000 – Sept 2005 | Madras Christian College | Teaching Faculty |
| Aug 1993 - July 2000 | Oikocredit, India (Regional Office for India) | Executive Secretary to Regional Manager |

**Professional Skills:**

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| Sincere, hardworking and reliable person | Skillful in preparation of project reports |
| Excellent oral and written communication skills | Efficient in high speed typing, maintaining records and accounts |
| Proficient in using Microsoft Word, Excel and Access | Excellent eye for details and accuracy |
| Guide research projects | Maintain high sense of confidentiality |
| Good interpersonal skills | Liaise with different organizations |
| Experienced in translation work from English to Tamil and vice versa | Confidential records maintenance |

##### Work Experience:

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| **Institution** | **Best Practice Australia Pty Ltd, Brisbane** | **Duration** | **March – May 2009** |
| **Responsibilities carried out** | Efficiently and accurately entering sensitive and confidential information |
|  | Quality check documents for accuracy as well as corrected errors, return documents to source and enter missing data, using customized software programme. |

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| **Institution** | **Telstra Corporation, Melbourne** | **Duration** | **April – June 2008** |
| **Responsibilities carried out** | Making outbound calls to existing customers for upgrading / signing up new services |
|  | Establishing rapport with customers, listening to queries |
|  | Handling grievances and offering solutions |

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| **Institution** | **Department of Social Work, Madras Christian College, Chennai, India** | **Duration** | **July 2000 – Sept 2005** |
| **Responsibilities carried out** | Taught methods of Social Work and other subjects related to Human Resource Management to the I & II year post-graduate students of Social Work (MSW) specializing in the field of HRM |
|  | Guided the students in their Field Work Training programme |
|  | Established network with different organizations, Training & Development Centres and professional bodies |
|  | Offered guidance and monitored the conduct of research projects |
|  | Utilised Counselling techniques among students for the enhancement of their capabilities |
|  | Assessed the learning of students adopting different methods like tests, quiz, paper presentations, assignments, group discussions, theatrical presentations and practical work |

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| ***Accomplishments*** | * Initiated staging of short theatrical presentations on social issues for creating awareness about societal problems among the student community during coffee break
* Conducted two Workshops on Family Welfare for the socially and economically marginalized families
* Conducted a Workshop for MSW students on psycho-social rehabilitation of Tsunami – affected persons
* **Assisted a manufacturing company in the preparation of Training materials for their employees by translating them from English to Tamil and vice versa**
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| **Organisation** | **Oikocredit, Chennai Office** | **Duration** | **Aug 1993 – July 2000** |
| **Duties performed** | Wrote correspondence; proofed and edited press releases and other documents to ensure accuracy and consistency |
|  | Coordinated preparation and timely dissemination of project reports, office reports and slide presentations for board meetings |
|  | Answered a high volume of incoming calls and in-person inquiries from clients and colleagues; treated each person with respect and provided information and referrals |
|  | Created highly effective organizational and filing systems, including quick and thorough indexing, filing, resulting in easy access to critical information and streamlined office functioning |

**Educational Qualifications:**

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| **Degree****University/Institute** | **Area of specialisation** | **Duration of Study** | **Year of Study** |
| **Master of Philosophy**(Madurai-Kamaraj University, India) | Labour Studies | Part-time | 1993 - 1995 |
| **Master of Arts (M.A.)**(Bharathidasan University, India) | Social Work | Full-time | 1991 - 1993 |
| **Bachelor of Arts (B.A.)**(Madurai-Kamaraj University, India) | Social Sciences | Full-time | 1988 - 1991 |
| **Certificate in Bookkeeping**(Holmsglen Institute of TAFE, Victoria) | Bookkeeping | Part-time | 2007 |
| **Diploma of Human Resources Management**(Brisbane North Institute of TAFE, Brisbane) | Human Resources Management | Part-time | 2010 – 2011(Currently pursuing) |

##### Award:

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| University 3rd Rank – 1993 | Was awarded 3rd rank for academic merit in Masters degree by the Bharathidasan University |