

DIVYA MARIA

Toronto, ON
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CAREER SUMMARY

Dedicated early childhood educator with great experience working with children to develop their social, motor, and adaptive skills including special needs. Committed to providing a safe and nurturing environment for students, using patience and knowledge of instruction techniques to support their unique needs. Seeking for employment to work as a childcare assistant to add value to your organization. Volunteer with various type of support and outreach initiative

HIGHLIGHTS OF QUALIFICATION

- Driven to coordinate activities focused on skill-building, social development and positive interactions of children
- Specialized in creating fun, stimulating learning activities and implementing effective daily routines
- Clear communication skills and well-developed interpersonal skills; works well with others
- Strong ability to function effectively with in a dynamic environment with minimal supervision
- Proven ability to plan, organize, delegate tasks and able to prioritize work and meet deadlines
- Computer Skills: MS Office: Word and Excel, internet, and email

RELEVANT WORK EXPERIENCE

Customer Service Representative

People Dynamics, Doha

Oct.2023-Mar2024

- Greeted customers in a pleasant manner; listened and provided information and ensured client satisfaction and resolved conflicts between customers when necessary.
- Served as point-of-contact for resolving guest complaints or special requests
- Contributed to team efforts by accomplishing related tasks as needed
- Checked identification for guests who appeared under age 18
- Provided excellent customer service by anticipating customer needs
- Other assigned duties

Early Childhood Educator

Treehouse, Bangalore, India

Mar.2013-Apr.2014

- Established positive relationships with parents to ensure effective communication regarding student progress and well-being
- Created and enforced child-based, hands-on curriculum to promote student interest and receptive learning
- Built and strengthened positive relationships with students, parents and teaching staff
- Prepared and maintained classroom environments appropriate for student learning and physical, social and emotional development
- Met with parents to discuss students' progress and review areas requiring improvement
- Received recognition for contributions to innovative concepts inclassroom
- Other assigned duties

Daycare -Self

2018-2022

- Engaged children in creative play activities such as art, music, story time.
- Provided supports during nap times by performing calming activities with the children
- Monitored children's activities to ensure safety.
- Established good relationships with families through open communication.
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Customer Service Representative

May 2011

Concentrix, India

- Resolved customer complaints in an efficient manner following established protocols.
- Developed customer relationships through active listening, understanding their needs and protocols.
- Maintained up to date knowledge of services, products, pricing policies.
- Responding to customers inquiry in a timely manner, providing, accurate information

VOLUNTEER EXPERIENCE AND COMMUNITY INVOLVEMENTS

Volunteer

Catholic crosscultural Services, Scarborough, ON

Jul.2024-Current

- Assisted with special events and programs
- Coordinated and managed volunteer activities for community service projects
- Other assigned duties

Volunteer

Asian Cup, Qatar, Doha

Jan.2024-Feb.2024

- Provided guidance and support to fellow volunteers during their shifts Collaborated with other volunteers to create a positive work environment
- Offered support and assistance to community members

Volunteer

Social service Events, India and Doha

- Worked closely with disabilities and individuals to locate financial resources and community.
- Assisted with blood donations camps and maintaining records.
- Organized and maintained records of individuals.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Certified Early Childhood Educator

Treehouse institute of Early childhood education teacher training program, India

2013

Bachelor of Commerce

Bangalore University, India

2011

LANGUAGES

English, Tamil, Kannada, Hindi , Telugu and Malayalam.