

RASHI RAJESHWARI

Human Resource | Operations Manager

CONTACT

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SKILLS & EXPERTISE

Planning and Coordination
Schedule Management
Recruiting and Hiring
New Employee Training and Orientation
Staff Management
Client Engagement
Budgeting and Cost Control
Technology Integration

EDUCATION

Mode of Education throughout: **English**

University of Delhi, New Delhi

Master of Arts, English Literature

September 2019 - June 2021

Gargi College, University of Delhi

Bachelor of Elementary Education

July 2015 - May 2019

Dr. Radhakrishnan International School

Grade 11 and Grade 12

St. George's School

Kindergarten, Grade 1 to Grade 10

LANGUAGES

English: Native/Bilingual

Hindi: Native

Japanese: Conversational

PROFILE

Human Resources professional with a proven track record of success in various HR functions, including recruiting, onboarding, employee relations, and compliance. Adaptable and detail-oriented team player with a keen interest in supporting organizational goals and promoting a positive work culture. Proficient in creating efficient schedules that ensure timely completion of tasks while maximizing resources and minimizing conflicts. Skilled in utilizing scheduling software and tools to track, monitor, and adjust schedules as needed.

WORK EXPERIENCE

**Human Resource | Operations Manager (March 2024 - present) ||
ESL Trainer | Social Media (June 2022 - Feb 2024)**

Lancul Co., Ltd.

- Conducted recruitment, selection, and onboarding processes for new hires, ensuring alignment with company culture and values.
- Developed and implemented HR policies and procedures to effectively manage employee relations and productivity within the organization
- Collaborated with senior leadership to develop and execute strategic plans for operational efficiency and organizational growth
- Oversaw performance management and employee development programs to enhance team performance and engagement.
- Monitoring customer demands and the company's cost every month for the stores' opening schedule optimization.
- Implemented appropriate strategies to increase employee satisfaction and retention such as bi-yearly workshops, employee social events etc.
- Tested and reviewed the employee and customer mobile applications to verify issue resolution.
- Improved instruction methods by using various assessment tools and strategies.
- Facilitated effective communication and collaboration between customers and the company.
- Collaborated with a team of 4-5 people in developing YouTube, Instagram and TikTok content with and without influencers.

Academic Consultant

Stones2milestones Edu. Services Pvt. Ltd

June 2021- February 2022

- Conducted academic advisement services for students regularly to maintain educational progression.
- Provided support and guidance to students experiencing academic and personal troubles.
- Investigated complaints and worked with students, parents and teachers to find positive resolutions.
- Engaged in departmental committees to develop and review policies.
- Educated students in the basics of English grammar and conversational speaking.
- Developed activities and integrated technology to diversify instruction.
- Developed and implemented a variety of instructional strategies to meet the diverse needs of students.
- Monitored teachers' performances by providing them with regular feedback.

ACHIEVEMENTS

- Successfully acquired around 200 students for the current company through the strategic application of excellent communication skills.