UMA PANCHAPAKESAN

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The art of teaching is the art of assisting discovery-Mark Van Doren

Career Objective

I am a passionate and enthusiastic teacher committed to creating a meaningful and creative study experience for the students. My objective is to encourage students to thrive in a stimulating learning environment and to contribute outstanding value to education.

Background

Prior to embarking on academia journey, I have served in various industries including Banking, International Trade and Hospitality within the roles of Business Management, Human Resources, Operations Management, Project Co-Ordination, Events & Conference Management, Research Analyst, Entrepreneurship and Leadership for over 25 years. My resourceful industry experiences have been instrumental in my present career as an academic, as I can integrate my real-world business knowledge in the classroom environment to inspire my students.

Expertise

TEACHING

Industry Research Project | Business Research Methods | Facility and Risk Management for Hospitality Operations | Contemporary Hotel & Tourism Issues | International Tourism Systems | Sustainable Operations and Destinations | Service Management | Global Tourism and Hospitality Futures | Hospitality: History, Politics & Culture | Tourism Planning Environment | Event & Conference Management | Project and Event Management | Global Hospitality and Tourism Futures | Business Management | Hospitality Management | Entrepreneurship and Innovation | Competitive Strategy | Introduction to Tourism and Hospitality | Hotel and Accommodations Management | The Hospitality & Tourism Market | Attraction and Event Management

UNIT ASSESSOR/SUBJECT FACILITATOR & COORDINATOR

Tourism and Hospitality Service Management | Introduction to Hospitality & Tourism | Event and Projects management | Accomodation Management | Issues in Contemporary Hospitality | Global Hotel Landscapes

SUBJECT CONTENT WRITING

Content developer for the Master of Business in Global Hotel Leadership program. Subjects include Global Hotel Landscapes and Issues in Contemporary Hospitality

Skill Synopsis

- Committed to high-quality teaching and fostering a positive learning environment.
- Exceptional class room management, student engagement and discipline strategies.
- Expert in incorporating technology enhancement to promote an innovative learning experience.
- Experience in dealing with Moodle, Blackboard and other eLearning platforms.
- Work effectively with undergraduate and postgraduate international and domestic students.
- Curriculum planning and development including eLearning platforms.
- Exceptional stakeholder engagement and management skills.

Work experience

Mar 19 - Present

Lecturer - Sessional

Kaplan Business School, Sydney

My responsibilities include:

- Teaching at the undergraduate level in areas allocated by the Head of Department.
- Timely and ethical course delivery and providing student learning support according to relevant

frameworks.
- Preparing and marking student assignments, essays, exams and providing one-on-one feedback on performance.
- Participating in the regular assessment grading verification and moderation process.
- Identifying students at risk and/or requirements of an intervention strategy.
- Completing all end of semester reporting requirements and updating on LMS grade book.
- Working closely with the academic teaching team and nominated facilitators.
- Attending departmental and faculty meetings with other staff members.
- Maintaining continued self-development and growth.
- Carrying out administrative duties related to course delivery, as required.

Jun 18 - Present

Lecturer & Subject Coordinator- Sessional

Academies Australasia Polytechnic, Sydney

My responsibilities include:

- Teaching at the undergraduate level in areas allocated by the Head of Department.
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Mar 18 - Present

Sessional Lecturer & Unit Assessor

Southern Cross University - The Hotel School, Sydney

The Hotel School of Sydney, a unique partnership between Southern Cross University and Mulpha Australia.

My responsibilities as a Sessional Lecturer include:

- Teaching both undergrad and postgrad level under the School of Business and Tourism.
- Delivering tutoring sessions and engaging in student consultations.
- Collaboratively preparing contents for the tutoring sessions with the lecturer.
- Grading of student assignment and investigating academic misconduct.
- Working with the Program Coordinators, Head of Academic Ops and General Manager to ensure that students get adequate support to secure high grades.
- Ensuring compliance with policy and processes that satisfy all regulatory guidelines
- Demonstrating innovative and contemporary approaches to teaching which has been recognized by my supervisors.
- Invigilating examinations.

My responsibilities as a Unt Assessor include:

- Attending departmental and faculty meetings.UIG and Blackboard Setup – Preparing the UIG for UCMS approval and set-up of the Blackboard page.
- Communications and Unit Operations - This includes weekly communications to all cohorts via the announcements section in Blackboard, all operation aspects, including Special Consideration processes, Academic Misconduct processes, and final unit reporting.
  Moderation – Moderation practices and reporting across all teaching locations of the unit.
- UIG and Blackboard Setup – Preparing the UIG for UCMS approval and set-up of the Blackboard
  Communications and Unit Operations - This includes weekly communications to all cohorts via the announcements section in Blackboard, all operation aspects, including Special Consideration processes, Academic Misconduct processes, and final unit reporting.
- Moderation – Moderation practices and reporting across all teaching locations of the unit.

Mar 18 - Sep 18

Events & Conference Coordinator - Contract

Emirates One & Only Wolgan Valley Resort & Spa

Responsible for assisting the Conference and Events Manager with the successful management of Conference and Incentive programs and/or domestic and international Weddings, Private Events, Famils and Press Trips.

- Effectively liaising with the Conference and Events Manager, assisting to meet guest requirements to secure the event business.
- Holding full ownership of events once secured being the direct point of contact for all groups and events, developing a strong rapport with the organisers and effective communication with the Senior Sales Manager - Events and Groups and with Conference and Events Manager.
- Developing and managing of all event files including Conference and Incentives, Weddings and Private Events from contract to group departure.
- Processing group reservations and generating banquet event orders.
- Updating the Meetings and Event Forecast and Operations Calendar.
- Representing Events at operational meetings and brief other departments about the upcoming events and functions.
- Arranging and facilitating site inspections by travel agents, meeting and incentive planners and other industry visitors.
- Tracing group contracts, credit applications and advance deposits.
- Communicate effectively with guests, clients, government officials and other important individuals to ensure satisfaction in service and product.
- Attending trade shows, sales calls, client meetings and other conferences/meetings as required.
- Building a strong relationship with the offsite Sales team and onsite operational team to achieve the optimum guest experience.
- Assisting in the follow up and coordination of projects as directed by the General Manager or F&B Manager, Conference and Events Manager.

Jun 17 - Sep 17

Research Analyst - Internship

Mulpha Australia Limited

Proving support to the General Manager of Hotel Investments, Mulpha Australia.

- Sourcing and presenting statistics on micro and macroeconomic data, opportunities and threats for diversified hotel markets.
- Submitting an investment research report identifying desirable markets for hotel acquisitions.
- Researching and preparing reports on various hospitality establishments.
- Preparing gross profit margin comparison between hotel operators.
- Formulating policy and procedures for capital expenditure process.
- Prepare documentation and uploading on the data room and updating summary of deals.

Achievements

- The significant two projects which gave me a sense of fulfilment and achievement were the investment report and CAPEX process document.
- I have submitted a quality and resourceful investment research report and the outcome of the research will facilitate its acquisition decisions.
- Documented an advanced, foul proof and effective CAPEX process integrating the old system with the new policies and procedures.

Apr 16 - Jun 16

Membership Sales & Support Officer - Contract

Restaurant & Catering Association

- Supporting the business development activities of the business.
- Attending to inquiries from members and providing information on the services and activities of the organization and resolving complaints.
- Maintaining membership account and handling membership renewals.
- Processing membership payments and refund requisitions, maintaining the membership database and finance tracker up-to-date.

Achievements:

- Exceeded the number of member renewal targets and helped to generate higher revenue.
- Collected long outstanding dues from members through persistent follow-up.
- Efficiently cleared backlogs and accelerated momentum in the day to day functions.
- Contributed to service recover by exercising a composed demeanour and diplomacy when dealing with difficult customers.
- Resolved member complaints in a matured manner which resulted in better customer satisfaction.

Dec 12 - Jan 16

Human Resources Director - Full Time

The Ocean Colombo Hotel, Sri Lanka

- Creating staff profiling and placing advertisements
- Supporting with staff recruitment, induction and exit formalities
- Conducting wellness coaching, appraisals and rostering
- Handling conflict resolution and management.
- Evaluate individual and organizational development needs
- Developing, coordinating and conducting all training programs.
- Designing robust learning and development systems and processes.
- Scheduling and delivering training programs
- Developing and implementing learning strategies and programs
- Assisting with periodic reporting as requested
- Maintaining budgets and relationships with vendors and consultants
- Managing internal and external stakeholders

Oct 03 - Nov 12

Operations Manager - Full Time

Marina Radent Pvt Ltd -Sri Lanka

- Controlling the day to day business functions (sales, budgets, quality control & customer service).
- Supervising activities of various teams including Human Resource, Finance, Sales and Marketing.
- Moderating employee and management relationship ensuring positive work culture.
  Liaising with suppliers, agents, government departments and customers.
  Supervising QC matters and ensuring high-quality product and service standards.

Achievements:

- Restructured and formulated process and procedure streamlining the business functions.
- Implemented an efficient customer service protocol and eliminated service bottlenecks.
- Created a positive staff and client environment enabling work harmony
- Established innovative product marketing strategies contributing to increased

Education

Master of International Tourism & Hospitality Management - *The Hotel School - Southern Cross University, Australia*

Bachelor of Commerce - *University of Madras, India*

Personal Development

Certificate in Mindfulness for Wellbeing and Peak Performance - Monash University, Australia.

Certificate in Mindful based Stress reduction - Palouse Mindfulness, USA

Certificate in Meditation & Holistic Human Development - Inner Voyage Holistic Therapist College, Australia.

Accredited Professional Coach - The Coaching Institute, Australia.

Achievements

“Highest Academic Achievement Award” from The Hotel School, Sydney

“Student Entrepreneur Award” from Southern Cross University

“Berry Poole Memorial Prize” from School of Business and Tourism

“DUX Course Academic Award" for 6.71/7 GPA from The Hotel School, Sydney

Personal Attributes

Punctuality & Discipline | Consistency & Persistence | Professional & Diplomatic | Integrity and Honesty | Motivation & Positivity | Resourceful & Resilient | Passionate & Creative | Enterprising & Enthusiastic

Strengths

Possess a high level of personal and professional standards.

Robust organizational, planning and smart time management skills.

Capable of working under pressure and managing conflicts with maturity and poise.

Ability to managing complex projects and conflicting deadlines.

Possess a high degree of analytical ability and inductive thinking.

Creative problem solving and innovative recommendations.

Possess a high level of emotional intelligence and interpersonal skills.

Discretion and sensitivity to confidentiality matters.

Practice strong work ethics, values, discipline and commitment to professionalism.

Excellent proficiency in English and competent in communication skills.

A proactive and early adopter to new management environment and practices.

Work cooperatively with professionals from a diverse cultural background.

Reference

On request

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