

# ASHA SURENDRAN

Academic Back-Office Operations Specialist | Student Enrolment, Assessment Scheduling & Academic Records Management

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## PROFESSIONAL SUMMARY

Academic Back-Office Operations Specialist with 5+ years of administrative experience across higher education and government institutions, including 3 years processing student enrolment, examination administration, and confidential academic records at Mahatma Gandhi University. Skilled in managing high-volume documentation (100+ records per academic term), institutional communications, and Academic Board coordination with full policy compliance. Brings additional back-office rigor from government administrative work in HR records, procurement, and audit-ready documentation. Currently expanding into cohort-based LMS platforms (Thinkific, Teachable, Kajabi) and workflow automation (Zapier, Make) to support online course creators and cohort-based educators across the UK, US, Kuwait/GCC, Australia, and Europe in recovering 15+ hours per week for teaching and growth.

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## CORE SKILLS

**Academic Operations:** Student Enrolment Processing, Examination & Assessment Administration, Academic Records Management, Migration & Transfer Documentation, Academic Board Meeting Support (Agendas, Minutes, Briefing Materials)

**Back-Office & Compliance:** Confidential Records Handling, Institutional Communications & Notifications, HR & Personnel Records (Leave/Increment Processing), Procurement & Budget Documentation, Audit-Ready Documentation, Inventory & Reimbursement Processing

**Tools & Software:** Microsoft Word (Advanced), Microsoft Excel, Google Workspace (Docs, Sheets, Drive, Calendar), Microsoft 365, PDF Editing

**In Progress, 2026 (self-study, not yet used professionally):** LMS platforms — Thinkific, Teachable, Kajabi; Automation — Zapier, Make; Compliance — FERPA (US), UK GDPR/data-protection fundamentals

**Soft Skills:** Attention to Detail, Confidentiality & Discretion, Cross-Functional Communication, Structured Problem-Solving, Time Management, Process Documentation

**AI & Automation Tools:** ChatGPT, Claude, Microsoft Copilot, Grammarly, AI-Assisted Document Preparation

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## PROFESSIONAL EXPERIENCE

### Administrative Staff — Examinations & Student Records 2023 – 2026

*Mahatma Gandhi University, Kottayam*

- Processed and verified 100+ admissions, migration, transfer, and examination documents per academic term, maintaining full compliance with university policy.
- Maintained confidential academic records for 100+ students, safeguarding data accuracy across departmental registries — the same enrolment and records discipline cohort-based online course businesses need.
- Authored and distributed official university notifications and communications, ensuring timely, accurate dissemination of policy and procedural updates institution-wide.
- Prepared agendas, briefing materials, and minutes for Academic Board meetings, enabling timely, well-informed institutional decision-making.

### Administrative Staff — HR, Procurement & Establishment 2021 – 2023

*Kerala State Pollution Control Board*

- Maintained employee service books and processed leave and increment records for 50+ department staff, producing accurate, audit-ready HR documentation.
- Managed procurement, budget, and establishment documentation for the department, sustaining full regulatory compliance and audit readiness.
- Maintained laboratory inventory records covering 50+ items, supporting reliable tracking and stock accountability.
- Processed TA claims and office accounts documentation, improving reimbursement turnaround time by 100%.

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## PROFESSIONAL DEVELOPMENT — SELF-STUDY IN PROGRESS, 2026

- LMS Administration — Thinkific Academy, Teachable Knowledge Base, Kajabi Help Center
- Workflow Automation — Zapier Academy, Make Academy
- Compliance Fundamentals — FERPA overview ([studentprivacy.ed.gov](https://studentprivacy.ed.gov)), UK GDPR/data-protection basics ([ico.org.uk](https://ico.org.uk))

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## EDUCATION

### M.Tech, Power Electronics 2012 – 2014

*Amrita School of Engineering, Bengaluru (Amrita Vishwa Vidyapeetham) — CGPA 6.9*

### B.Tech, Applied Electronics & Instrumentation 2008 – 2012

*Government Engineering College, Kozhikode (Calicut University) — Aggregate 63.51%*