Ayisha MS

Kochi, Kerala, India · +91 73561 77618 · msayisha7@gmail.com

Profile

Psychology graduate (2026) with client-facing and coordination experience at an education consultancy, a student-led schools programme and an NGO. Used to keeping client and survey records accurate in Excel, following up by call, chat and email, and coordinating between partner organisations, schools and an MLA's office to deliver programmes across a full academic year. Open to on-site, hybrid or remote roles, with flexible hours and a home setup of laptop, stable internet and power backup.

Experience

Client Relations Associate (Intern) · Edroots International, Kochi · 13 Apr – 21 May 2026; 3 Aug 2026 – 2 Nov 2026

- Handle clients for a newly launched study-abroad service: assess each client's needs and guide them through the next steps by call, chat and email.
- Contacted students for a survey on studying abroad, recorded every response accurately, and turned the results into a findings report for the team.
- Follow up with clients on pending responses so nothing is left open.

Student Project Manager · SLATE (Sustainability, Leadership and Agency through Education) · 2024 – 2025 (1 year, 200+ hours)

- Coordinated a school empathy programme across four parties: the office of the MLA of Kunnathunad (Vidya Jyoti scheme), participating schools, The Empathy University and survey partner NPOC, from written proposal to delivery over a full academic year.
- Ran pre- and post-session telephone surveys with teachers and kept the survey data organised in Excel.
- Managed the project budget and cost planning; wrote the proposal for a second (murals) project and supported a theatre workshop.

Student Volunteer · Make A Difference (MAD) India · Aug 2025 – Feb 2026

- Taught weekly classes at a government school for children of migrant families.

- Only student volunteer on the team organising a fundraising event; helped find sponsors and venues.

Psychology Intern · Karuna Sai De-Addiction and Mental Health Research Institute, Thiruvananthapuram (May – Jun 2025); Lakeshore Hospital & Research Centre, Kochi (Jun – Jul 2025)

- Recorded detailed patient case histories and presented cases under supervision; rated 23/25 overall at Karuna Sai.

Leadership

Event Manager · St. Teresa's College, Ernakulam · 2023 – 2025

- Planned and coordinated college programmes and events, including scheduling, logistics and decoration.

Education

BSc Psychology · St. Teresa's College (Autonomous), Ernakulam, affiliated to Mahatma Gandhi University · 2023 – 2026

- Final-year research project on humor styles and emotional intelligence: collected and analysed survey data from 350 participants.

Skills and Certifications

- **Tools:** Microsoft Excel, Word and PowerPoint; AI tools: Claude and Claude Code
- **Operations:** record keeping, trackers and data entry, documentation, follow-ups, coordinating multiple stakeholders, budgeting
- **Communication:** fluent written and spoken English; client calls, chat and email; Malayalam (native)
- **Certifications:** Social Entrepreneurship, Saintgits Institute of Management (2025 – 2026); Digital Marketing, Softloom IT Solutions (2023 – 2024)
- **Interests:** mystery novels (favourite: Murder House by James Patterson) and baking