

Jarita Sebastian Nellary

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Profile

Detail-oriented and results-driven Quality Assurance Officer with a strong background in ensuring compliance and implementing effective quality control procedures. Experienced in developing and maintaining quality management systems, conducting audits, and driving continuous improvement initiatives. Skilled in identifying process inefficiencies, resolving issues, and collaborating with cross-functional teams to enhance operational performance. Committed to upholding the highest standards of quality.

Strong interpersonal and communication abilities, coupled with a proven ability to establish positive relationships with students, faculty and external partners.

Skills

- Quality Management (Six Sigma)
- Project Management
- Leadership
- Benchmarking Practices
- Excellent interpersonal and communication skills
- Institutional Effectiveness & Assessment
- Planning and organization
- Knowledge of processes
- Data analysis and assessment
- Problem Solving and Critical Thinking

Experience

AMERICAN UNIVERSITY IN DUBAI

Quality Assurance Officer

joined Nov 2021

- Monitor and ensure compliance with the requirements for all academic programs and operations by developing and implementing quality assurance standards and procedures to ensure the effectiveness of program learning outcomes
- Prepare detailed reports on quality assurance activities, including self-assessment reports, annual reviews, and progress reports for accreditation bodies.
- Lead and manage the assessment and effectiveness of academic programs, schools and administrative units ensuring they align with institutional goals and targets.
- Managed and implemented the move to an online portal for assessment and effectiveness
- Leading the project for implementation of planning and assessment software
- Organize workshops for academic and administrative units to focus on continuous improvement and adherence to quality assurance standards, drafting of self-studies
- Conduct regular audits of academic programs and institutional processes to assess adherence to quality standards and recommend improvements.
- Analyze feedback from students, faculty, and stakeholders to identify areas for improvement and develop action plans.

- Administer exit exams and analyze to evaluate achievement of general education learning outcomes.
- Facilitate course evaluation to students and support faculty and academic leadership in accessing evaluation reports
- Manage the submission of KHDA and CHEDS data by coordinating with various units, reviewing data submissions, resolving discrepancies, and liaising for all CHEDS and KHDA data-related matters

Key Achievements

Successfully coordinated and supported academic and administrative units in the migration to the QA Portal

Joined the benchmarking consortium for higher education institutions that contributed to the development of comprehensive reports.

Transformed and simplified the course evaluation and exit exam administration

ZAYED UNIVERSITY

NOV 2020– OCT 2021

Research Assistant

- Assisted in conducting a systematic review and meta-analysis research project focused on sustainable learning during COVID-19
- Reviewed, summarized and analysed data from over 1000 + research articles published on learning and teaching during COVID-19 and presented findings

ZAYED UNIVERSITY

OCT 2008 – JAN 2020

Campus Services Officer

- Managed professional travel for 1,000+ faculty and staff, ensuring optimum service and cost-effectiveness
- Negotiated competitive rates and savings by increasing UAE hotels under ZU direct network
- Planned and organized high-profile events, including WAGL, Arab Ministers Conference, ISEA.
- Identified, developed, and negotiated contracts for campus services to enhance student experience
- Established departmental SOPs, guidelines, policies, and procedures to align with organizational goals and achieve ISO accreditation
- Collaborated with HSE Coordinator to establish health and safety guidelines and protocols to report incidents
- Managed all procurement activities, evaluated tenders, and coordinated final purchase orders.
- Planned annual budgets for optimal resource utilization aligning with organizational strategy and development
- Created practical training and development plans for team members
- Handled onboarding of new employees, provide training on policies and guidelines, conduct performance reviews

Key Achievements:

Ranking of 92% for Campus Services in the annual faculty and staff satisfaction survey in 2016-2017

Reduction of airline and hotel contract rates but with a revision to travel policy.

Improved team morale following redundancies within the department whilst leading to onboarding and integration of outsourced staff into the team seamlessly

Formed strong alliances and relationships with government bodies and other regulatory authorities, and successfully liaised with them to gain regulatory approvals for security clearance and events (DTCM).

Developed and implemented operational procedures for support services and cascaded them throughout the university to aid in understanding and compliance.

BCD TRAVEL

OCT 2006 – APR 2007

Leisure Consultant

- Reported to the Leisure Manager, as the first point of contact for clients, responsible for building/developing client relationships to promote and sell holiday products.

COX & KINGS INDIA LIMITED

JUN 2004 – NOV 2005

MICE Executive

- Reported to the Trade Fairs Manager, Mumbai, collectively as a team of 2, primary responsibility was to create brand awareness and establish networks through liaison with external stakeholders
- Led the business development and client relationship management, thereby leading to an increase in overall revenues.

Education

Master of Tourism Administration, Christ College, Bangalore University, India 2004

Bachelor of Commerce Tourism and Travel Management, University of Kerala, India 2001

ISO Certified Internal Auditor

NEBOSH Certified Professional

Benchmarking Certified Professional