

## Manisha Gourkhede

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### CAREER OBJECTIVE

To flourish in a vibrant setting, driving meaningful impact, growth, and excellence, while achieving my personal and professional aspiration.

### EXPERIENCE

- **“A Study on Early Childhood Education and Care at Anganwadi Centers in Nagpur District of Maharashtra.”** A dissertation was submitted for partial fulfilment of Masters in Education from TISS Hyderabad. April 2024  
The study focuses on exploring available teaching-learning resources and investigating teaching processes, programs, and schemes in selected Anganwadi centers.
- **Customer Support Executive, First Call Teleservices Private Limited, Vanasthalipuram, Hyderabad.** July 2023 – February 2024  
In this role, I worked as a Customer Support Executive (CSE), handling domestic inbound calls and resolving customer concerns over the phone.
- **Field Investigator, Investigating the Functioning of DIETs in Telangana State.** April 2023  
As part of this research project, I worked as a field investigator, collecting data by interacting with the DIETs principal, teachers, and students.
- **Co-Teacher, ZP Upper Primary School, Wadegaon.** December 2021 - January 2022  
During this internship, I taught primary-level students, focusing on essential learning aspects, interacting with different stakeholders, and planning a student-centric session plans.
- **Telecaller, MFA Marriage Bureau, Nagpur.** December 2019 – August 2020  
In this role, I worked as a customer agent, primarily interacting with customers, informing them about company products/services, and generating leads.

### EDUCATION

Course/ Degree	College/Institution	Year
Master of Arts, Education	Tata Institute of Social Sciences, Hyderabad	2024
Bachelor of Social Work	Matru Sewa Sangh Institute of Social Work, Nagpur	2019
Higher Secondary Certificate	Bhide Girls Jr. Collage, Sitabuldi, Nagpur	2015
Secondary School Certificate	Pracharya Arunrao Kalode Vidyalaya, Nagpur	2013

## **SKILLS**

- Teaching, Data Collection, Coordination, Customer Service, Problem Solving, Time Management, Report Writing, and Adaptability.
- MS Office (Basic Word, Excel, Powerpoint), Google Doc.

## **LANGUAGES** (Read/Write/Speak)

- English, Hindi, and Marathi

## **REFERENCES**

### **Dr. Ritesh Khunyakari**

Associate Professor, Chairperson, School of Educational Studies,  
TISS, Hyderabad, [ritesh.k@tiss.edu](mailto:ritesh.k@tiss.edu)

### **Dr. Murali Krishna Mallepaku**

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