**Gulfjobseeker.com CV No:** **1274874**

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Career Summary

* Dynamic professional with 8 years of experience in teaching English to college students, adults and teachers.
* Certified English language teacher from IGNOU.
* Possess excellent communication and people management skills.
* Well versed in client management for language teaching projects
* Facilitated complete Training solutions from Need Analysis, developing training modules and implementing new concepts .
* Skilled in Training the Trainers - enhancing communication skills, imparting customer service, voice and accent & soft skills training.
* Adept at working under demanding pressurizing situations, meeting timelines thereby steering the organization to profitability and sustained business.
* Awarded as best resource for excellence in customer service.

Professional Experience

Worked at DLF Public School from 3rd Apr 2013 till 1st Nov 2013:

Responsibilities

Had been a class teacher of class 7th.

Taught students of 7th & 8th English using communicative approach while following CCE pattern.

Mentored and guided students in various cultural inter and intra school activities.

Made examination papers for English.

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| Year | Company | Designation |
| Mar 10- Mar 13 | IndiaCan Pvt Ltd | Master Trainer – ELT , Corporate and Institutional Business |
| Aug 08- June 09 | Kingfisher Training Academy | Communication Trainer |
| Apr 07- Mar 08 | Bay Infocomm Pvt Ltd | Assistant Manager – Training |
| Jul 06- Mar 07 | Vision Unlimited | Language Trainer |
| Dec 05 – Jul 06 | Hero Mind Mine | Language Trainer |

Project Management

Training Projects& Clients Managed:- Kshamta ( Training of ARMY Jawans ), Goldmansachs , BBDIT , Lemon Tree , Red Fox Hotels , Luthra and Luthra , Bharti Walmart , C- TOSS Programs, JRE College

Roles and Responsibilities

Training and Development

* Managed North & South India training business (Centers, Corporate and Institutes) for ELT and delivery.
* Developed content for various training modules.
* Interviewed and prepared College students for Industryrecruitments.
* Assessed students on language levels and guided them with appropriate courses.
* Upgrading trainers by training them through virtual mode such as Skype, VSAT and ILT to enhance their delivery skills at Centre, Corporate and Institutes and simultaneously certifying them on various proficiency levels.
* Successfully delivered modules for Institutes, Colleges, Corporate and prestigious projects like Kshamta .
* Trained future aspirants of Aviation industry in Voice and accent, English language and Aviation Modules.
* Trained Employees in Accent Neutralization, building effective communication skills and Customer service techniques
* Managed Training schedules for new recruits
* Conducted regular trainings for the development and rejuvenation of the employeesRecruitment
* Recruiting Trainers for ELT courses for the region, Corporate and Institutional tie ups.
* Assessed Trainers on the respective subject knowledge
* Assessed voice and accent and soft skills capabilities of Customer Care Executives while recruitment.

Operations

* Designed and allotted work direction plan to the team members after thorough capability assessment.
* Prepared & presented MIS reports to the management pertaining to Process and Training Delivery.
* Mapped and reviewed competency skills on weekly & monthly basis by creating extensive reports.
* Monitored calls, analyzed quality of data, gave feedbacks and suggestions for improvisations.
* Prepared reports on the scores attained by the executives during Induction & Refresher Training Modules and highlighting the same to the respective authorities for long term resolutions and to Ensure Quality Improvement after such valuations

People Management

* Mentored, coached and directed large teams at various levels.
* Monitored quality of education delivery through regular Quality Audits in Centres across the North & South region
* Guided the centers through timely interventions to improve Quality.

Computer Skills

* Knowledge of M.S Office, Internet
* Project Management Tool - ATN

Professional Activities

* Wrote and published blogs at After the Net website.
* Contributed and edited content of Bay Infocomm's Website.
* Edited content of Secure Cash Express website .

Educational Qualification

Pursuing TESOl from ATI Kolkatta

|  |  |  |  |
| --- | --- | --- | --- |
| Year | Course | University/ Board | Percentage |
| 2006 | Certificate in Teaching of English | IGNOU | 63 % |
| 2003-05 | M.A.- English | Panjab University | 56 % |
| 2000-03 | English ( Hons.) | Delhi University | 52% |
| 1999-2000 | XII th | C.B.S.E | 70 % |
| 1997-98 | X th | C.B.S.E | 62 % |

Certifications Attended

|  |  |  |  |
| --- | --- | --- | --- |
| Month/ Year | Organisation | Duration | Module |
| March 2010 | IndiaCan Education Pvt Ltd | 5 days | Certified on conducting Train the Trainer Program |
| March 2009 | Kingfisher Training Academy | 4 days | Certified on teaching English language |
| August 2008 | Kingfisher Training Academy | 19 days | Certified on teaching Aviation and Grooming |
| December 2005 | Hero Mindmine Pvt Ltd | 4 days | Certified on teaching IELTS |
| November 2005 | Hero Mindmine Pvt Ltd | 5 days | AEA / AEB level |
| January 2005 | Hero Mind mine Pvt Ltd | 4 days | Foundation Level |

Interests

* Reading books, novels.
* Listening to music
* Learning languages.
* Creative Writing

Personal Details

DOB – 21.3.83

Languages Known - German , English , Hindi, Punjabi & French