

Client Name

Address

☎ : +999-999-99990, ✉ : email@email.com

Accomplished Customer Service & Business Development Professional

Visionary business strategist, passionate about globally focused business management, providing exceptional customer service, and building loyal relationships across international education sector

Profile

Seasoned and **highly enterprising professional** offering diverse experience in customer driven organizations with expertise on business development, strategic financial management, revenue management, public relations, and **marketing language courses and educational programs across international educational sector**; offers strong skills in instituting processes and controls needed to protect financial integrity, control risks and yielding impressive results for the business centre; **expert developer of high-performance cultures** with demonstrated capability in **driving positive change management**, while addressing critical business needs; possess a well-sharpened acumen in training and developing top-performing talent across multifaceted capacities; **rich experience in Cambridge curriculum**; articulate communicator with excellent analytical competencies, and presentation skills; techno-savvy with proven abilities in leveraging technology to achieve optimal results.

Key strength areas

- Business Development/Account Management
- Operational Excellence
- Enforcing Best Practices/Compliance Management
- Training & Team Motivation
- Process Development & Management
- High-yield Business Growth Strategies
- Opportunity Analysis
- Decision Making Abilities /Taking Ownership
- Risk Management & Mitigation
- Cross-functional Coordination

Professional Experience and Accomplishments

The British Council, Kigali

01/2012 - Present

Registrar, Customer Services Manager and CIE Examinations Coordinator

- Ensuring smooth running of the teaching centre and marketing different language courses and educational programs to various educational organizations, while complying with British Council's standards.
- Supervising the business, strategic, financial and technical aspects of the teaching centre along with the development of equal opportunities and diversity policy at the teaching centre.
- Heading a proactive and a high-performing team of customer service professionals, enforcing strong customer satisfaction standards and ensuring proper dissemination of information to the targeted customers
- As the country coordinator for the environment management framework tool, play an important role in formulating the environment policy for the centre, calculating the carbon footprint, and implementing plans to reduce, reuse and recycle to achieve regional targets of reduced carbon emissions.
- As the exams manager, actively supervise the delivery of exams according to the exam body and British Council standards; managing and training a team of invigilators and exam assistants to ensure smooth administration of exams.
- Diligently monitor the exam data on British Council financial systems and involved in preparing cash flow and yearly financial forecasts, invoicing and income accruals.
- As the IT lead for the centre, responsible for solving issues related to user accounts, coordinating with the Global British Council IT hub to resolve major technical issues; direct procurement of IOT equipment like laptops, server and manage the ISPs to get uninterrupted service.

Major Accomplishments

- Achieved a substantial growth in the exams business and transformed the centre to an independent exam centre for administering IELTS and other UK university exams.
- Successful in achieving the Sub Saharan regional target on the environment framework tool.
- Awarded a certificate in Customer Service Excellence by the Institute of Customer Service (ICS), UK for successfully completing a course in Customer Focussed Working.

Green Hills Academy, Kigali

01/2012 - Present

Nutrition Consultant (Part-time)

- Supervising and training the kitchen staff on meal preparation, storing food items and ensuring healthy meal is served to each student and staff member.
- Coordinating with vendors and food suppliers to enforce a strict procurement process and ensure compliance to Rwanda Bureau of Standards.
- Ensuring food variety within a tight budget, and ensure that the school gets good deals without compromising on quality.
- Providing insights to the school management on possible re-modelling and installing energy efficient equipment to conserve electricity and water as well as promoting healthier cooking methods.
- Delivering presentations to students on food conservation and counsel individual students and staff members on specific nutrition needs.

Sanvei Institute of Technology, Kigali

04/2011 - 12/2011

Business Development Officer (General Manager)

- Collaborated with the Centre Head expand the retail and corporate customer base.
- Managed the financial accounting and developed robust business development strategies to augment revenue for the centre.
- Liaised with the ministries and corporates in Rwanda as well as Rwanda Development Board (RDB for marketing IT training courses.

Major Accomplishments

- Successfully achieved a business of USD 70K over a period of 7 months by bringing corporates like TIGO and Access Bank.
- Developed the institute's brand and carved a position for the company in Kigali through effective marketing and public relation skills
- Played a key role in expanding the institute's business to South Sudan.

Fravashi International School, Nashik, India

11/2006 -12/2009

Public Relations Officer and Academic Administrator

- As an integral part of the admission department, explained the curriculum to the parent and took them on school tours.
- Designed the school prospectus, brochures, and planned the school calendar; also developed school curriculum as laid down by the University of Cambridge.
- Actively worked on developing the school website and e-learning module for effective learning online.
- Planned international tours and accompanied students on educational tours - both local and international.
- Collaborated with the IGCSE Coordinator for sending entries to Cambridge, launching teachers' training programs, mapping the IGCSE curriculum, planning tests, making question papers and worksheets and planning the school time table.
- Conducted Cambridge ESOL classes and assisted students register and take various English examinations as provided by the British Council - The Young Learners' English, Key English Test, Preliminary English Test and the First Certificate in English (part of the Cambridge main suite examinations).

- Organised and managed career counselling sessions for students with external agencies such as Young Buzz, Mumbai.
- As recruitment head, monitored the recruitment process for teachers and administrative staff.

Major Accomplishments

- As the coordinator and trainer for the British Council ESOL courses, displayed excellent marketing and public relation skills, and achieved Gold Member status for the school for consistently enrolling 200 students for the Young Learners' English courses every year, for three consecutive years.
- Increased the number of students from 200 to 700 through effective public relations.
- Leveraged the experience of nutritionist and streamlined the kitchen and dining of the school, designed weekly menus and counselled children and parents on healthy eating.

Earlier Experience

VLCC Health Care Centre, Hyderabad, India 03/2002 - 12/2002
Senior Dietician and Sales Head

Child-In-Need Institute (CINI) 03/1997 - 12/1997
Nutritionist

Academic and Professional Credentials

Advanced Diploma in Public Health and Hospital Administration, 2000
 Institute of Health Care Management, Chennai, India

Bachelor of Science (Clinical Nutrition and Dietetics), 1997
 Indira Gandhi National Open University, India

Certifications and Other Courses

- Certificate in computer fundamentals from ARENA Multimedia Institute, Hyderabad, India
- Diploma in Nursery Teachers' Training from Esther Lands Educational Institute, Bangalore, India
- Certified by the British Council, Mumbai India, as a trainer for ESOL courses
- Certified by the Institute of Customer Services for completing a course in "Managing Service Excellence"
- Trained first aider
- E-learning course on Environmental Awareness

Professional Trainings

- Forecasting and budget management on SAP
- Health and Safety, and Equal opportunities and Diversity training
- Managing service excellence - customer complaint handling
- Constructing measureable and impactful deliverables
- Procurement training that included defining requirements, getting and evaluating proposals, negotiating, ordering and monitoring and review.

Personal Details

Nationality: Indian