**DHENU GHAI**

**Professional Summary:** Dedicated professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

**Skills:**

* Class Lecturing
* Attention to Detail
* Training Video Production
* Leadership Development
* Fee and Expense Estimation
* Role Playing
* Simulation Leadership
* Visa classifications
* Visa applications
* Reports for senior management
* Planning and Coordination

**Work History:**

**October, 2016 to December, 2019: ESM Educational Pvt. Ltd. Chandigarh, India.**

**Senior Visa Manager:**

* Initially worked with ESM Educational Consultants as a Trainer for Personality Development and Interview Skills training for US Embassy Interviews.
* Promoted as Visa Consultant to prepare and proof read Statement of Purpose (SOP) mandatory for Admissions and Visa Approvals in USA, Australia, Canada and United Kingdom
* Executed training sessions of new recruit in the organization.
* Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
* Carried out day-day-day duties accurately and efficiently.
* Excellent in assessing the resources and identifying the opportunities.
* Promoted as Senior Visa Manager and managed the teams for countries such as USA, Canada, Australia, United Kingdom and Singapore.

**July, 2011 to September, 2016: Touchstone Educational Pvt. Ltd. Chandigarh, India.**

**Master Trainer**

* Appointed as Spoken English Trainer and conducted English language training to different levels of language speakers.
* Promoted as IELTS Trainer and delivered IELTS Training for both Academic and General training Modules to respective batches.
* Managed Classes of 40+ strength and delivered the great results.
* Evaluated timely training and revision of the education material for required updating.
* Coordinated training for new hires to impart information about company policies, requirements and performance strategies.
* Received Promotion as Master Trainer and role comprised responsibilities to assess the new staff performance, impart training effectively and assisted R&D department develop new training programs and improve existing courses.
* Recruited, trained and mentored new instructors.
* Provided virtual training and online presentations of related course for examination prepared learners.
* Developed and implemented lesson plans and teaching aids such as reference materials and videos.
* Analysed Trainers class conduction methods, student outcomes and course delivery metrics to produce reports for senior management.

**Academic Background:**

* Graduation from Panjab University in Bachelor of Arts stream with 69% in the year 2011.
* Completed Senior Secondary education from Central Board of Secondary Education in the year 2008 with 72%.
* Completed High school education from Punjab School Education Board in the year 2006 securing 63%.

**Additional Information:**

* Gender – Female
* Date of Birth – 10th June
* Nationality – Indian
* Mail id – [ghaidhenu@gmail.com](mailto:ghaidhenu@gmail.com)
* Mobile – 9815750881
* Marital Status – Married
* Currently residing – Kharar, Greater Mohali.

**Achievements:**

* Promoted as Master trainer to carry out the faculty training sessions.
* Awarded excellent recognition for completion of 3 years.
* Promoted as Visa Consultant after 8 months and then designated as Senior Visa Consultant.
* Timely appreciations received from senior management for excellent work.

**Language proficiency: Verbal & Written**

* English
* Hindi
* Punjabi

**Leisure pursuits:**

* Enthusiastic reader of fashion blogs and experimental with the recent trends.
* Indulge in reading fiction content of specific authors.
* Reading journals on social issues.
* Listening to various tracks of favorite artists.

**Declaration:** The information provided above is to the best of my knowledge. If I am offered a position, I will be ready to hit the ground immediately and help the company in fulfilling its own expectations for success.