**Nidhi**

Contact no: +91-9888068992

Email: nidhii.kotharii@gmail.com

**Objective\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_**

I am looking forward to associate with an organization where there is growth and potential for realization of my abilities as well as my skill, so I can scale new heights in the field of English and IELTS Trainer with a blend of hard work, sincerity and enthusiasm.

**KEY SKILLS** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Ability to gather and analyze statistical data and generate reports
* Strong presentation skills, high energy, personal integrity & solid relationship.
* Ability to learn complex policy and procedures and to apply them to individual cases
* Ability to assess the instructional abilities and performance of others and offer correct and constructive advice that facilitates professional development.
* Demonstrates ability to train, teach, instruct and coach teams & one on one.
* Advanced computer proficiency: MS Office and Google Doc.

**Job Experience**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**CUSTOMER CARE REPRESENTATIVE**

marQ BPO Solutions LLP, Delhi –

July, 2014 - March, 2016

* Answering approximately 130 United States based inbound customer calls per day in a friendly and courteous manner.
* Discussing billing issues with the customer and offering possible solutions.
* Providing advice, information and assistance to callers.
* Providing information of additional products and services.
* Attempting to resolve all enquires on first contact with the caller.
* Escalating customer calls to my supervisor, if needed.
* Involved in processing orders, forms and applications.Accurately recording details of calls and issues on logging software.
* Sending emails to clients answering their enquiries.

**IELTS CUM INTERVIEWTRAINER**

C2 IELTS Pvt Ltd, Patiala–

November, 2019–September,2020

* Responsible for developing and delivering lesson plansatall levels of instruction (A1 to C1).
* Helping students to improve their listening, speaking, reading and writing skills via individual and group sessions.
* Created a learning environment that sharpened student ability in writing and critical readings skills.
* Provided feedback and support on student essays and offered rewriting strategies.
* Educated over 2200 students in the basics of English Grammar and conversational speaking.
* Worked with an average of 20-25 students per class.
* Gave one-to-one attention to each student while maintaining overall focus on the entire group.

**IELTS TRAINER**

Grey Matters, LeelaBhawan Branch, Patiala –October,2020–July,2021

* Worked with an average of 25-30 students per class.
* Responsible for delivering lesson plans at all levels of classes. (Basic as well as Prep level).
* Conducted panel speaking Interviews.
* Conducted IELTS and SPOKEN ENGLISH DEMO.
* Provided ad hoc reports and documents for senior team members.
* Gave one-to-one attention to each student while maintaining overall focus on the entire group.
* Helped students to improve their listening, speaking, reading and writing skills.
* Conducted student progress reviews and provided individual feedback.
* Created a learning environment that sharpened student ability in writing and critical readings skills.

**SENIOR IELTS TRAINER CUM ASSISTANT ACADEMIC COORDINATOR**

Western Overseas Study Abroad Pvt. Ltd., Chandigarh–

August, 2021–July,2022

* Responsible for developing and delivering lesson plans at all levels of instruction (A1 to C1).
* Conducting DEMO sessions for Converting the Student Lead into enrollment.
* Manage the academic performance of academic staff and the learners’ progress
* Curriculum development and execution
* Conduct academic induction. Monitor and guide the performance of newly
* Assistance with the preparation, co-ordination and attendance at functions, events, registration, project day and activities
* Assisting with faculty recruitment, orientation, retention, development, and mentoring
* Plan, design, coordinate, and assist with a range of programs and services related to tutoring, supplemental instruction,enrichment programs, and/or group study programs
* Supervising the classes to maintain
* Helping students to improve their listening, speaking, reading and writing skills via individual and group sessions.

**ACADEMIC COORDINATOR CUM SOFT SKILLS TRAINER**

India Team Travel, Sector -34A, Chandigarh–

August, 2022– Jan, 2024

* Conducted DEMO sessions for Converting the Student Lead into enrollment.
* Conducted IELTS, PTE and Spoken English classes.
* IELTS’s Curriculum development and framing material
* Conducted academic induction. Monitor and guide the performance of new students.
* Follow ups of previous lead of Visa and it’s convertion.

**COMMUNICATION SKILLS AND PUBLIC SPEAKING TRAINER**

Planet Spark, Gurgaon–

Feb, 2024– Till Present

* Mentoring young adults in effective communication and public speaking strategies.
* Utilizing personal experiences to guide others, foster resilience and growth.
* Conducting one to one session with students.
* Conducting workshops and training sessions to enhance public speaking skills among participants.
* Facilitating discussions on relevant topics, encouraging audience interaction and feedback.

**EDUCATION\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Post Graduation Diploma in Business Administration from Symbiosis Distance Learning Center in year 2015.
* BBA from Punjabi University in year 2012.
* 10+2 from Punjab School Education Board in year 2009.

**Training /Certifications\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* International English Language Test (IELTS) – 7 BAND.
* 6 month training on Computer Awareness from Govt. Polytechnic College for Girls, Patiala.

**Interests\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Reading Books.
* Internet Surfing.
* Listen to lite music.

**Strong Points\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Excellent communication skills & quick learner.
* Flexible and ready to accept changes.
* Speak Politely.
* Creative & Innovative.

Able to adapt lesson plans to different learning styles/ language ability skills.

**Personal Profile\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Sept. 15th 1991 (Date of Birth)
* Indian (Nationality)
* Married (Marital Status)
* English, Hindi, Punjabi (Lingual Ability)

**Declaration\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above – mentioned particulars.

Address Permanent:

House no: 340A, St no 3C,

EktaVihar, Near Anand Nagar - B, Patiala

Punjab

Date: ………………..Signature: Nidhi