




• Contact

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Nazia Khan

Innovative professional with expertise in promoting academic, career and social development programs. Possesses excellent communication, problem-solving and organizational skills. Trusted advisor goes extra mile to help individuals succeed. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

• Skills

Team collaboration and leadership

Student records management

Data-driven decision making

Professional referral network

Planning and Coordination

Interpersonal Communication

Analytical and Critical Thinking

• Work History

2020-03 -
Current

International Student Advisor

Mentors Overseas, Delhi, India

- Monitored student progress to drive successful academic outcomes.
- Oversaw career and job fairs to connect students with area schools and employers.
- Analyzed student academic records to assess educational and career goals.
- Educated students on college admissions process and scholarship requirements.
- Worked with individuals to help understand and overcome personal, social or behavioral problems affecting educational or vocational situations.
- Delivered supportive and knowledgeable counseling to students with academic or personal concerns.
- Used standardized assessments to evaluate abilities, interests and characteristics of different students.
- Developed and implemented individualized academic plans for students.
- Assisted students in exploring and selecting career paths.

2018-05 -

2020-03

Corporate Trainer

Gaist Holding P. Ltd., Gurugram, India

- Collected information about company objectives and employee deficiencies in order to assess training needs.
- Developed engaging and entertaining presentations to maintain employee attention and improve impact of training.
- Conducted evaluations and observed employee performance to identify areas of needed improvement.
- Developed and responded to incoming and outgoing correspondence.
- Coached new managers on procedures, policies and customer service, bolstering customer retention by 23%.
- Created monitoring strategies to verify implementation of practices introduced in training.
- Monitored employee progress and gave feedback to management and additional training requirements.
- Led cross-functional training for external and internal clients and created all training materials and exams.
- Held online and conference call training session to accommodate off- site employees.
- Reviewed effectiveness of programs and proposed updates to maximize success.

2015-06 -
2018-05

Process Trainer

Oyo, Gurugram, India

- Communicated with sales team to maintain firm grasp of training requirements.
- Developed new and improved training programs to fit underserved areas.
- Developed and implemented successful onboarding program.
- Created unique materials to support training programs.
- Provided subject matter expertise on all company

offerings.

- Built and maintained professional relationships with vendors and suppliers.
- Coordinated training schedules across sites with supervisors and managers to optimize training initiatives and work-flow management
- Utilized variety of instructional design methodologies to create effective learning experiences.
- Conducted needs assessments to identify gaps in performance and develop targeted learning solutions.
- Worked with vendors to customize courseware to accommodate business needs.
- Developed and executed performance management programs to increase employee engagement and productivity.

2010-10 -
2015-05

Senior Quality Analyst

Serco Global Services, Gurugram, India

- Handling Multiple international clients for quality and training purposes such as American Express, Orange, Etisalat, Vodaphone, Air India and many more.
- Collaborated with management to provide training on improved processes and assisted with creation and maintenance of quality training.
- Developed and maintained quality assurance procedure documentation.
- Provided regular updates to team leadership on quality metrics by communicating consistency problems or production deficiencies.
- Addressed non-conformance issues, pausing production to correct errors.
- Monitored KPIs to proactively address bottlenecks and quality issues.
- Compiled and distributed weekly feedback to team leaders and managers to improve service time and quality while increasing productivity.
- Led process improvement projects to help operations meet and exceed quality standards

and reduce costs.

- **Education**

- **Bachelors In Arts: Humanities**

- Maharishi Dayanand University - Rohtak, Haryana, India

- Member of Student wellbeing and Education Curriculum team
 - Member of University cultural activity and event management.

- **Senior Secondary: Humanities**

- Hindu High School - Haryana

- **Diploma In Architect: Architecture**

- Govt. Polytechnic - Haryana

- **Secondary Education**

- Delhi Public School - Haryana