

**Jagjit Singh**  
+44 75112 19451  
| [jagjit\\_nila@hotmail.co.uk](mailto:jagjit_nila@hotmail.co.uk)  
[www.linkedin.com/in/jagjitnila](https://www.linkedin.com/in/jagjitnila)  
<https://github.com/JagjitNila92>

## PERSONAL STATEMENT

---

An educator with over 5 years of experience in a global setting (US, UAE and the UK). Proven ability of deploying graduate level knowledge in Sports Science to lead teaching engagements for biology and physical education. Demonstrable ability in utilising innovative applications such as Microsoft Teams, Content development and Microsoft virtual academy acquired through qualifications from Microsoft, to enhance student learning and analyse new ways of educating. Although my main experience is teaching I am looking for a career change, I have started a IT course where I am learning HTML, Java Script, Python,SQL, React and C#, alongside this I have also started another course for Amazon Web Services AWS. I have worked on many different projects ranging from static html websites to dynamic websites using react and JavaScript. My GitHub repo can be found via the link above.

## KEY SKILLS

---

Leadership | Data Analysis in Excel | Microsoft Office | Report Writing | Customer Engagement | Stakeholder Management | Lecturing | Presenting | Project Management |

## EMPLOYMENT HISTORY

---

### **Sensee CTAS/BWM Alliance Account | April 2021 – present**

**1<sup>st</sup> line support technician**

- First line of support for BWM breakdowns – answering and dealing with upto 25 cases on a daily shift
- Providing phone diagnosis and if unable to fix on the phone, sending out technicians to support customers
- Dealing with VIP customers and supporting them with Hire cars and getting them to safety
- Logging jobs for technicians and second line support to chase up on any customer queries
- Test and trace calls for the first few months

### **Ministry of Education (United Arab Emirates) | Aug 2017 – Aug 2020**

**Health Science Teacher**

- Oversaw the teaching of biology, physical education and first aid for 150 students (aged 14-18) in Dubai and maintained a 95% pass rate across portfolio of taught subjects
- Delivered lectures and prepared focussed lesson plans that clearly articulated the key learning points for each subject topic
- Authored bespoke reports for each student and communicated with parents the progress being made and the actions in place to address key areas for improvement
- Evaluated and documented student progress through data-analysis in Microsoft Excel using previous year attainments as a tool to benchmark performances
- Adapted teaching and communication style to align with UAE's cultural norms and leveraged this to achieve buy-in from stakeholders (parents, students and teaching staff)

### **Active Adventurers | Sep 2016 – Aug 2017**

**Sports Coordinator**

- Oversaw the planning and delivery of physical education lessons and after school clubs across 7 schools
- Developed personalised lesson plans for students with special education needs (SEN) and engaged with them on a 1:1 basis

- Adhered to relevant protocols on behavioural management from a per school perspective
- Prepared a procurement plan for a school in the Midlands with a detailed analysis on how to deploy a £10K sports equipment budget based on existing pupil numbers, frequency of PE lessons and after school clubs

### **Selfridges | Nov 2015 – Aug 2017**

#### **Sales Associate**

- Exceeded targets including an average customer service feedback score of 97% (against a store average of 89%) and a sales per transaction figure of £831 versus a £553 department KPI
- Recruited and trained new staff for the tailoring department ahead of the Christmas period
- Collaborated with senior buyers for the menswear department to provide feedback on key trends and customer requests
- Leveraged insights from previous year sale figures (i.e. increased turnover around events such as graduation) to predict present year customer behaviours and developed focussed shop floor merchandising strategies to generate greater income revenue

### **First for Education | Sep 2014 – Jun 2015**

#### **Supervisor Teacher**

- Delivered pre-planned lessons in maths, biology, geography and physical education to support schools and students during teacher absences
- Collaborated with broader teaching staff and provided additional ad hoc support including working closely with SEN students

### **Challenger Sports (United States of America) | Jun 2014 – Jun 2015**

#### **Sports Director**

- Project managed the planning of football camps in America which hosted over 200 participants (aged 3 – 16) and 20 members of staff during the month of June in 2013 (Chicago), 2014 (Charlotte) and 2015 (Colorado)
- Created multiple different training sessions in order to facilitate each attendee being able to participate to the fullest irrespective of technical ability
- Engaged with participants and parents to develop post camp training plans

## **EDUCATION**

---

### **University of Worcester | 2011 - 2014**

BSc, Sport Coaching Science & Development | 2:1

### **Shireland Collegiate Academy | 2011 – 2013**

A Level | Sport Science (A), Biology (B)

## **QUALIFICATIONS**

---

### **Microsoft | 2019**

Innovative Educator

### **First Aid | 2019**

Training Valid until 2021

### **The Football Association (The FA) | 2012**

Level 2 Football Coach