

Jigna Jagdish Khoyani



Experience

21st March 2022 – 30th March 2023

Vice Principal • Head of the School • Radcliffe Group of Schools

09th April 2018 – 28th February 2022

Administrative Head • Core Management • Anchorwala Education Academy

05th April 2017 – 31st March 2018

School Coordinator • Middle Management • GEMS Public School, Rajkot

01st October 2016 – 31st March 2017

Pre-Primary Head • Middle Management • TGES School, Rajkot

09th March 2013 – 01st October 2016

Freelance trainer for Special needs children and doing Bharatanatyam as a bilateral therapy for Neuro Stimulation

14th November 2011 – 24th December 2012

Admin Executive • Middle Management • Avalon heights International School, Vashi

Personal Details

Date of Birth: 14th June 1979

Marital Status: Married

Contact

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Key Award Achievements:

1. Innovative teachers award at Gems Education, Rajkot
2. Eduwarrior Award from ReThink India Foundation for successfully running the online school and being one-point contact for Staff, Students and Parents.
3. Keynote speaker to deliver informative talk on "Real Life Integrations in the Large Digital World" at the International Webinar recorded at Asia Books of Records, India Book of Records and International book of Records
4. Won the Dynamic School award for delivery of quality education from EducationToday.
5. Shiksha Gaurav Puraskar for delivering quality education

Journal Published

Presented and Published research paper on Gender Equality and Workplace "Harassment at Indian Workplace" at One Day National Webinar on Unequal pay: Gender Discrimination at Workplace, by the National Commission of Women, New Delhi. ISSN 2277-5730, UGC listed journal 40776

Notables

1. Speaker at the New Education Summit – Enabling New India's Aspirations with NCF at MIT-WPU
2. Speaker at Time2Grow in association with the Government of Maharashtra
3. State President with Women's Indian Chamber of Commerce & Industry (WICCI) – Maharashtra Elementary Education
4. Teacher trainer with OrangeSlates for teacher skills development
5. Co-Founder EYES Foundation

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Core Competencies:

Academics

Micro Lesson Planning and Implementation
Subject and Technology Integration
Continuous tracking and analysis of children's assessments and remedial planning
Teacher training, NEP 2020, and NCF implementation

Projects:

Planning, Statutory Compliance Affiliations and Do International
Commissioning of New School at GEMS international School Rajkot and
Radcliffe Group of Schools, Taloja.

Operations:

Planning and executing the yearly and monthly budgeting for the school and keeping a track of the P and L statement to ensure revenue generation
Day to Day management of School activities, with monitoring of Teachers work.
Support staff management in terms of getting work done and efficient utilizations of resources.
School calendaring and event decisions
Setup the ASC Timetable software at the school, trained the core team for it and also be a key person for timetabling and period allotment as per subjects
Coined the customized Lesson Plan format as per the requirement of the core team and the school teachers
Coined google forms and achieved part digitalization of leave forms, lesson observation forms and daily reports.
Introduced online examination software to the staff
Ensure the visibility of school and students through excellent outreach programs.
Playing an important part in recovery of pending fee arrears from parents and educating them the need of the hour.

HRM:

Managing school operations with Staff, Teachers and Students Ratios as per industry standards.
Sourcing of Teachers and retention
Imparted English communication trainings for teachers
Imparted Microsoft Office training for teachers.
Ensuring minimum attrition and overtime in every category of staff and teachers.

Marketing & Branding:

Worked towards ensuring that the school is visible across the nation and ensured this by representing the school at the Sarva Siksha – Empowering India Awards 2019 and brought laurels to the school.
Updating events at the school on all digital platforms viz. Facebook, Instagram, School Website, School Portal.
School Awards and Ranking to achieve laurels for the school and create brand positioning.
Doing Content Development for School yearly magazine and designing the magazine

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Education

Degree and Date	Institute	Major and Specialization
CIDTL	Cambridge International Education	Diploma in teaching and learning
Certificate Course in Story Telling	EduSaarathi	Story Telling
DSM	Yashwantrao Chauhan Open University	School Management
M. Ed (2020 – 2022)	Vispute College of Education	Education
B. Ed (2018 – 2020)	Sarda Kurup College of Education and Research	Science and Mathematics (Final Year CGPA – 10)
Distance MBA (HR)	Welingkars Institute of Management, Matunga	Human Resource
D.M.L.T. [YR. 2000]	SIES COLLEGE of Arts, Science & Commerce.	Diploma in Medical Laboratory Technologies
T.Y.B.Sc [YR.1999]	SIES COLLEGE of Arts, Science & Commerce.	Microbiology
H.S.C [YR.1996]	SIES COLLEGE of Arts, Science & Commerce.	--

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Detailed Resume

Radcliffe Group of Schools, Taloja Head of the School	Duration <21 st March 2022 till 30 th March 2023>
Reporting to the CEO and COO directly My Role at the Institute <ul style="list-style-type: none">• Oversee day-to-day school operations• Manage school logistics and budgets• Set learning goals for students and teachers based on national curricula• Monitor and report on teacher performance• Present data from school performance to board members• Research new resources and techniques to improve teaching• Interview and hire school personnel• Review and implement school policies• Provide guidance and counseling to teachers• Handle emergencies and school crises• Organize school events and assemblies• Ensure a safe and clean environment for students (e.g. implementing hygiene rules)• Attend conferences to gain knowledge on current educational trends• Remedial plans for students across all grades• Teacher trainings for various teaching-learning pedagogies, micro lesson planning, digital integration, MS Office, integration of subjects and making of subject specific physical and digital TLMs, innovation in teaching-learning process• Grip and wrist development book created for Nursery children• Contributing to the pan India implementation of pedagogies, training and setting of academic goals.	
Company < Navi Mumbai Merchants Educational Foundation's - Anchorwala Education Academy>	Duration <9 th April 2018 till 28 th Feb 2022>
Reporting to the Hon. Secretary and Hon. CEO, while working in coordination with the Core team of Vice Principal and section Coordinators My KRA's given by the management team <ul style="list-style-type: none">• To assist Hon. Secretary to carry out day to day duties• 70% of days' time to be allotted for Academic observations from Grade 1 to 10• To ensure Teachers Attendance is timely to the classes throughout the day.• To record Absenteeism of Teachers. Save it on daily basis in Excel Format.• To ensure Curriculum is followed as per Teacher's Plan.• To ensure that Syllabus is taught and covered up as per Teacher's Plan.• To ensure Worksheets, Homework are as per Teacher's Plan.• To ensure that Teachers are uploading Homework sheets on Web Portal as per Plan.• To ensure that Summative/Formative Tests are conducted as per Timetable/ Date/ Day set by Principal/Vice Principal.• To ensure that Classwork /Homework Books are checked and corrected by Teachers as per norms set by Principal/Vice Principal.• To ensure that Notice/Circulars/Messages conveyed to Parents are in accordance with subject matter, understandable. Hard copy or Web Notices.	

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- To ensure that Students Almanacs are duly signed by Parents for Teacher's Remark.
- To ensure that in morning presence for dispersal and observing entire school. Students Walk in and discipline maintained.
- Similarly, afternoon dispersals to be monitored.
- To ensure morning assemblies (as per schedule) and prayers are conducted in discipline.
- To assist Sports Team and Event Team to carry out their duties smoothly.
- To assist Hon. Secretary at Field Trips/Picnics/ Excursions as per her instructions.
- To assist Hon. Secretary carrying out Hospitality during Workshops/Seminars/Events for visiting Judge/Speakers/ Chief Guest/Trustees/Notable Person.
- In absence of Hon. Secretary at the school – Meet parents, visitors, Marketing persons, Vendors, and others who are seeking meeting with the Management with prior appointment or direct walk in. To interact with them and update the Hon. Secretary.
- To attend meetings along with Hon. Secretary with Heads/Teachers/Staff as and when required.
- To record/Document all decisions taken during course of meeting pertaining to academic decisions and any which are of importance in nature.
- If required to take classes of your chosen subject in event of Proxies, with pre and due concern from Vice Principal.
- To maintain rapport with Parents.
- To maintain Protocol while dealing with Heads of the School.
- To ensure that as and when required by Hon. Secretary or yourself, Teachers are called at your office ONLY during OFF periods except emergencies.
- Ensure teachers are not made to Hold or Sit for longer time on daily basis
- Appraisals of Teachers based on Positive/Negative Marks as per your observations.
- To ensure that Progress Report Cards after exams from Nursey to Grade X reaches table of Hon. CEO & Hon. Secretary at least 5 days in advance before distribution to students.

Apart from all the above have been a part of the following

- School calendaring and event decisions
- Coined the customized Lesson Plan format as per the requirement of the core team and the school teachers
- Responsible for filling up the forms for School Awards and Ranking and successfully achieved laurels for the school.
- Coined google forms and achieved part digitalization of leave forms, lesson observation forms and daily reports.
- Introduced online examination software to the staff
- Responsible for orienting new teachers with regards to the non-teaching staff and administration
- Setup in-house ID card printing to ensure timely delivery and cost reduction.

Current important responsibilities Handled

- Implementation and Training the teachers and students on G-Suite procured for online classes
- Training teachers for online classes and equipping them with finer nuances
- Ensuring cyber safety for all

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- Coining ways to Implement online assessments and CFU (Check for Understanding)
- Online observation of teachers and giving regular feedback
- Maintaining the database of the HW, CW and practice sheets uploaded along with check on the attendance for all grades for online classes.
- Overall implementation of online classes and ensuring OJT for staff members as per their needs
- One-point contact for all the students, teachers and staff members during the lockdown.
- Handling parents queries for all online class issues.
- Ensuring link between the parents and the teachers is kept constant inspite of the lock down

Company < GEMS Public School, Rajkot>

Duration <5th April 2017 till
31st March 2019>

- Working towards the promotion of the Global values of a GEMS school.
- Working towards creating a positive environment for learning with both students and teachers.
- Coordinate with the HM on the school's calendar and timetabling of teachers.
- Active in ensuring that school timelines are met, including syllabus creation.
- Responsible for communications with parents through newsletters and circulars
- Responsible for event planning and field trips. Responsible for end to end necessities and permission letters for the trip.
- Worked in close coordination with the HM for making Yearly Education and Operations Budget.
- Also a part of the core marketing team while making the marketing budget.
- Ensure the visibility of school and students through excellent outreach programmes.
- Coordinate distribution of classes among teachers and substitution when necessary.
- Assist the HM in syllabus creation for the various grades and subjects.
- Take charge of distribution of academic materials to teachers and students.
- Work towards ensuring that teacher lesson plans are handed in to the HM for checking on a weekly basis.
- Coordinate with HM to ensure that student notebooks and corrections are up-to-date through an agreed cycle of inspection.
- Monitor teaching load for each teacher and advise the HM.
- Ensure timely entry of marks and grades in the system, and analyse results in conjunction with the HM
- Assist the HM in the appraisal of teachers.
- Took subject classes with a in absence of teachers and made Detailed lesson plans in close coordination with the HM
- Made APOW (Annual Plan of Work {Curriculum for the AY}) in close coordination with the HM
- Schedule and administer diagnostic benchmark / school readiness assessments for incoming students
- Undergone the Oxford Nelson Training for using Oxford Nelson Pupil book, Student Book, Comprehension book, Handwriting book, Workbook and Grammar book
- Under gone training for 7 habits Training of Steven Covey (First two Habits)
- Imparted English communication trainings for teachers
- Imparted Microsoft Office training for teachers
- Did Pre-Admission and post admission Parent Counselling in coordination with the Counsellor

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<ul style="list-style-type: none"> Also closely monitored children for Special needs and differentiated learning in coordination with the HM 	
Freelance Bharatnatyam Dancer and Trainer	Duration <Jan 2013 to Nov 2013>
<ul style="list-style-type: none"> Teaching Bharatnatyam to Mentally and physically handicapped children at Sacred Heart high school Doing customized training as per needs and requests from companies with regards to Soft Skills, Better Communication, Better Interactions and Positive relationship building. 	
Company <Avalon Heights International School>	Duration <11 th Nov 2011 till 24 th Dec 2012>
Role Description: <ul style="list-style-type: none"> Doing Content Development for School yearly magazine and designing the magazine Doing a continuous follow up for database update. Keeping an update on all the events in the school, making a note of the positives as well as the negatives. Doing training sessions on outlook and MS office for the Teachers Preparing a School Calendar along with the core committee Speaking to parents with regards to the recent development in the school with regards to Co-Curricular activities. Keeping a thorough check on the CCA activities and the coaches Arranging for end to end needs for intra School and Interschool Competitions Arranging the CCA time table for the year. Arranging for end to end needs with the Admin head for Annual days and other Annual Functions Part of the core committee for Designing the yearly school magazine Part of the core committee for designing the trophies, medals and souvenirs 	
Company <Intelenet Global Services>	Duration <19th April 2011 till 14 th Nov 2011>
Role Description: <ul style="list-style-type: none"> Working as Trainer manager handling the Training, Development and Engagement for Barclay's Bank PLC Training and Development. Imparting training for Soft Skills, English, MS Office, Communication Skills, Conflict resolution and imparting training to HOD's for self and Employee Motivation Arranging for end-to-end training needs Doing Content Development for all training manuals and maintaining all updates to be incorporated in the training manuals. Doing a continuous follow up for e-modules training and mandatory trainings with the stake holders and Vendor. Developing the learning curve files for the trainees and doing in-depth refresher training need analysis. Doing Tran The Trainer Session for the IGS training team Preparing a Management Development Workshop across operations Module consist of various personality inventories: <ul style="list-style-type: none"> Motivation Leadership Conflict Styles Employee Engagement Survey <ul style="list-style-type: none"> Designing and Implementing the Employee Engagement Model Conceptualized the questionnaire for the survey Designed quizzes for different skill set assessments and self-assessments and rolling out through Internal Communications team 	

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- Analyzing the output of the survey and discussing the details with the Upper Management

Fun @ Work

- Started and drove fun at work activities for driving Employee Engagement for Operations
- Designing Team Building Activities for Fun at work and diving Fun Fridays at work.
- Taking care of engagement activities for employees.
- Taking care of Award nominations, end to end RNR hosting and arrangements.
- Coordinating end to end details for arranging skip levels and meetings with the top management
- Doing Provisions for the Training – Operations Team.
- Doing Budgeting for the Training – Operations Team.
- Acting as a Personal Assistant to Head – Operations.

Company <Terna Sahyadri Speciality Hospital and Research Centre, Nerul.>

Duration <7th Sept 2010 till 15th March 2011>

Role Description:

- Working as Head Training and Development and handling the Training and Development department alone.
- Imparting training for Soft Skills, Communication Skills, Conflict resolution and imparting training to HOD's for self and Employee Motivation
- Taking care of grooming and doing OJT for the staff and giving feedbacks with the managers.
- Done Content Development and delivered trainings to full time employees and also contractual employees (from Security personnel's to Ward Boys, Nursing team, Resident Doctors, Diagnostic team, Middle Management and Upper Management).
- Preparing process specific and Employee type specific; customer satisfaction training modules for the staff and imparting training for the same.
- Doing Banding for the entire hospital.
- Doing Induction and orientation presentation for the new joiners.
- Making the New Joiners aware of the policies and their implementations.
- Doing the 5 P programme for policy implementation. (Planning, People, Parts, Process and Premises)

360 Degree Feedback

- Conceptualized the Questionnaire for 360 Degree Feedback
- Developed and implemented a 360 Degree Feedback organizational feedback for the Leaders of the Organization.
- Prepared Individuals Development Plan for each department and

Performance Management System (2010-11)

- Conceptualizing the PMS for TSSH
- KRA/Goal Setting for each and every Band in the Organisation Position wise and Department wise
- Implementing the Mid Term Review across the organization
- Designing the Final Evaluation and releasing it for Appraisal
- Communication of Performance Rating
- Conducted Individual Development Process workshops for Leaders

JD development and Policy Settings

- Developed Job Descriptions for all the levels in the organization
- Developed HR policies in Lieu with the Head Offices Policies to fit for the circumstances of the branch.

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Freelance Training for Hospital and MNC sectors.	Duration <May 2009 till July 2010>
<ul style="list-style-type: none"> ▪ Have done freelance trainings for Hospitals and MNC's ▪ Helped them set up the IDP (Individual Development Plans for employee to create a transparent appraisal model related to PCMM) plans for the Hospitals. ▪ Made Process and Target specific Contents for the hospitals catering to their needs and imparting training to all levels. ▪ Set the JD's for the hospitals as per NABH and ISO requirements to smoothen the Banding and the Hierarchy levels and reporting. ▪ Done Induction modules for Hospitals to help their employees understand the Hospital in a better manner. ▪ Doing the 5 P programme for policy implementation. (Planning, People, Parts, Process and Premises) 	
Company < Infosys BPO LTD , Rajiv Gandhi Infotech Park, Hinjewadi. Pune.>	Duration <08th Jan 2008 till 27th Jan 2009>
<ul style="list-style-type: none"> ▪ Role Description: ▪ Process handled was Openreach (British Telecom) ▪ Working as a Team Leader – Operations handling a team of 47 people. ▪ Making Team Roasters, Doing team appraisals ▪ Doing regular process, Call etiquettes and Voice and Accent training for the Team ▪ Making Production Metrics, Daily Production Reports ▪ Mentoring Team coaches and floor walkers to grow ▪ Replying to Client mails and handling Client complaints too. ▪ Creating Quality, Attendance, Attrition, Productivity reports on Weekly, Monthly & quarterly Basis ▪ Customer Satisfaction, Client Review calls on monthly, weekly and daily basis to see the previous performance and to give inputs for improvement of draw backs. ▪ Making Team Performance Matrix on Monthly Basis and reviewing with the team members to do better along with Monthly and weekly feedback. ▪ Training the team after downloading the training from the offshore client via a Video Conference training 	
<ul style="list-style-type: none"> ▪ Company < Integreon Managed Solutions, Winchester, Hiranandani Business Park Powai, Mumbai 400 076 Board Line: +91 22 40065330 > 	Duration < 08th Jan 08 till 27th Jan 09>
<ul style="list-style-type: none"> ▪ Role Description: ▪ Working as a Shift Lead – Operations handling a team of 135 people. ▪ Making Team Roasters ▪ Doing team appraisals ▪ Client interactions ▪ Deciding turnaround times for the jobs and communicating the ETA (Estimated Turn Around time) to the Client ▪ Making production Metrics and Daily Production Reports ▪ Mentoring Team Leads to grow ▪ Replying to Client mails and handling to Client complaints too. ▪ Have attended 2 MDP training conducted by Aptech to improve Managerial Decision making skills and team handling capacity. ▪ Creating Quality, Attendance, Attrition, Productivity reports on Weekly, Monthly & quarterly Basis ▪ Imparting training for achieving Excellence through good verbal and written communication. ▪ Imparting training for Personality development and written and spoken English. 	

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Company < WNS Global Services Ltd,
Mumbai>

Duration < 08 May '05 till
30th May 2006>

Role Description:

- Working as a Sr. Customer Service Associate
- Doing floor walking due to 100% process knowledge.
- Customer Retention Department Supervisor handling complaints from customers
- Taking supervisor calls and replying via email to customer complaints.
- Trained in replying to customer complaints with efficient emails and letter writing