**Shivani Mishra**

**Career Objective**:

Looking for a position of Special education teaching to use my strong passion for children’s development, together with skills and experience that will enable me to make a significant difference at your school.

**Key Skills**:

* Worked as a Branch In charge.
* Excellent communication and written skills as well as ability to explain the text
* Highly skilled in using the different course books and material for teaching English as well as having a great passion and love for English language.
* Ability to dramatize English stories effectively and creatively.
* Ability to plan, collect material and deliver the lessons in the class.
* Proficient at arranging the competitions and assessing the performance of the students.
* Good understanding of English grammar with an ability to impart the knowledge effectively.
* Ability to inspire the students for desired results in the language teaching task.

**Professional Experience**

**Currently working as a Principal with SCR Global School.**

**Principal: Kids Pride School (Jan 2021-March 2022)**

**Vice Principal: India Overseas School (Sep 2019 – Dec 2020)**

**Academic charge: Golden Era Academy School (April 2018 - July 2019)**

**Work Responsibilities**

* Worked as a Academic In charge/ Branch In charge.

**Teacher: Bal Vidya Bhawan Public School (July 2003 - August 2005)**

**Work Responsibilities**

* + Taught Economics and Commerce to the higher classes.
  + Class teacher for primary class
  + Taking care of all extra-curricular activities for them.
  + Part of various committees like Music & Dance.
  + Established strong & equitable environment to meet the needs of adolescent learners during medical leave of senior faculty members.
  + Created detailed lesson plans for individuals.
  + Designed & organized interactive sessions in the school for students in order to enhance their horizon and aptitude.
  + Organized & conducted school's participation in annual trips to various Inter-school festivals.
  + Attended various Commerce & Economics workshops to sharpen knowledge.

**Senior Trainer: Cogent E-Services (Jun 2013 to Jun 2014)**

**Work responsibilities**

* Support the training department of the organization and ensure best execution of process
* Preparing the training module and presentation for projects
* Driving LEAP project
* Driving Soft Skills training at the process level
* Maintaining reports and Training Dashboards to be shared with clients

**Senior Trainer: Vertex Customer Solutions Pvt Ltd. (Jan 2013 to Jun 2013)**  
**Work Responsibilities**

* Support the training department of the organization and ensure smooth execution of departmental functions.
* Prepare training material for the new employees and get them approved from the authorities of the organization.
* Draft the employee orientation program as per the requirements and instructions of the organization's authorities.
* Train the new employees. Provide them with important information and resources as part of training procedures.
* Evaluate the effectiveness of the training programs. Make changes, if required to improve utility of the programs.

**Assistant Sales Manager: MetLife India Insurance Co. Ltd. (Feb 2012 - Apr 2012)**

**Work Responsibilities**

* Maintain record of the new employees along with their designations, responsibilities and departments
* Schedule the training sessions for the employees. Inform the employees about the same. Make certain that all the employees attend the training sessions.
* Redesign and update the training materials from time to time as per the changes in job profiles and organizational policies
* Resolve the queries or difficulties raised by the employees. Ensure the training sessions meet their purpose.
* Record the attendance of trainee employees

**Team Leader: Aegis Services Pvt. Ltd. (October 2010 - February 2012)**

**Work Responsibilities**

* Handled a team of 30 agents for Bharti Airtel processes
* Handle a team comprising at least 5 highly charged and motivated Team Leaders
* Resolution expert along with the CSR's.
* Create work plans for team to help them achieve targets at process level especially around service delivery like SVL, Abandoned Rate, Answering level etc.
* Prepare their Individual Development Plans for career growth plans of the techs to grow in the organization.
* Manage Absenteeism in the Process
* Managing Team technical functions viz, manpower planning, performance-based trainings and mentoring.

**Senior Customer Care Executive**: **Aegis Services Pvt. Ltd. (November 2008 - January 2010)**

**Work Responsibilities**

* Looked into Post-paid and corporate subscriber grievances for Vodafone customers.
* Maintained complaint records of the subscriber if not solved immediately and revert to them with solutions at the given time frame.
* Have taken sessions for new batch for post-paid with respect to entire post-paid experience. Have done corporate calling for corporate subscribers.
* Managing the floor in the absence of team leader.
* Have done certification training of post-paid team.
* Have taken ownership of post-paid team.

**Customer Care Executive: Eminent Business Solutions (Apr 2006 - Nov 2008)**

**Work Responsibilities**

* Handled all calls pertaining to products of Prepaid and Post-paid for Vodafone.
* Handled calls of retailers, distributors and regional managers in dealer help line department.

***Achievements*:**

Awarded with the Best Team Executive Award in Vodafone (Hutch) in UP (East) for the month of April 2007 and May 2007.

**Educational Qualification**

* B.ED
* Master of Commerce from C.S.J.M. Kanpur University 2008 with 61%.
* Bachelor of Commerce from Mahila Degree College, Lucknow University in Year 2005 with 59%

**Personal Information**

**Name:** Shivani Mishra

**Marital Status:** Married

**Language Spoken:** Hindi & English

**Mobile:** +91 7073164009

**Email** - [shivani1010@gmail.com](mailto:shivani1010@gmail.com)