

**Khushbu Rathod**  
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**Ph: +91 8871717077**



ACADEMIC QUALIFICATIONS		
MBA	<b>Indira Gandhi National Open University (2016)</b> <b>Human Resource</b> <ul style="list-style-type: none"> <li>• <b>Division : First</b></li> <li>• <b>Key Electives:</b> Social Processes and Behavioural Issues, Human Resource Planning, Managing Change in Organizations, Wage and Salary Administration, International Human Resource Management.</li> </ul>	
B.Com	<b>The Bhopal School of Social Sciences (2011)</b> <b>Economics</b> <ul style="list-style-type: none"> <li>• <b>Division : First</b></li> </ul>	
XII	<b>St. Theresa's Girls School, CBSE Board (2008)</b> <b>Commerce</b> <ul style="list-style-type: none"> <li>• <b>Division : First</b></li> </ul>	
X	<b>St. Theresa's Girls School, CBSE Board (2006)</b> <ul style="list-style-type: none"> <li>• <b>Division : First</b></li> </ul>	
WORK EXPERIENCE		
Specialist-Training	<b>Aegis Ltd, Bhopal</b> <b>August 2015 – October 2016</b> <ul style="list-style-type: none"> <li>▪ To implement the training for a telecom service provider.</li> <li>▪ To maintain the through-put performance.</li> <li>▪ To measure and maintain the Learning Curve Associate (LCA) performance.</li> <li>▪ To conduct the refresher to improve the executives performance.</li> <li>▪ To coordinate between service provider and internal leadership for new updates.</li> <li>▪ To identify and correct flaws in the in the knowledge portal.</li> <li>▪ To develop and manage content for various training.</li> </ul>	
Customer Relationship Executive	<b>Crisp Academy, Bhopal</b> <b>April 2015 – August 2015</b> <ul style="list-style-type: none"> <li>▪ To lead the spoken English and Personality development sessions.</li> <li>▪ Managing and maintaining accounting work.</li> <li>▪ To participate in editing and publishing the journal.</li> <li>▪ To increase the number of admission by counselling the walk-ins.</li> </ul>	
Administration Head	<b>IAN T ( Institute of Advance Network Technology), Bhopal</b> <b>April 2012- April 2013</b> <ul style="list-style-type: none"> <li>▪ To manage accounts and finances.</li> <li>▪ To manage student portfolios.</li> <li>▪ To conduct first level interview for the staff members.</li> <li>▪ To manage salary distribution and spending statistics.</li> <li>▪ To plan and schedule batches and course structures.</li> <li>▪ To lead soft skills and Personality development sessions.</li> <li>▪ To guide and prepare students for interviews.</li> <li>▪ To coordinate with the Head Office and the Regional Office.</li> <li>▪ To coordinate with marketing executives and trainers.</li> <li>▪ Student counselling and feedback management.</li> </ul>	

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Executive-Operations and Trainer	<div><b>Aegis Ltd, Bhopal</b></div> <div><b>June 2010 – August 2011</b></div> <ul style="list-style-type: none"><li>▪ As an operations executive, attending inbound customer’s calls and providing resolution to customer queries.</li><li>▪ As a product trainer, providing training to the executives and guiding them to attend customer calls.</li><li>▪ Maintaining trainee performance records and managing certification process.</li></ul>
<b>ACHIEVEMENTS</b>	
	<ul style="list-style-type: none"><li>• <b>TTT (Train The Trainer) certified by Vodafone</b></li></ul>
<b>PROFICIENCIES</b>	
	<ul style="list-style-type: none"><li>• <b>Computer Skills:</b> MS Office</li><li>• <b>Languages:</b> English, Hindi and Gujarati</li></ul>
<b>DECLARATION</b>	
	I hereby declare that all the above information is given by me are true to the best of my knowledge.