

Khushbu Rathod

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ACADEMIC QUALIFICATIONS

MBA	Indira Gandhi National Open University (2016) • Division : First • Key Electives: Social Processes and Behavioural Issues, Human Resource Planning, Managing Change in Organizations, Wage and Salary Administration, International Human Resource Management.	Human Resource
B.Com	The Bhopal School of Social Sciences (2011) • Division : First	Economics
XII	St. Theresa's Girls School, CBSE Board (2008) • Division : First	Commerce
X	St. Theresa's Girls School, CBSE Board (2006) • Division : First	

WORK EXPERIENCE

Specialist-Training	Aegis Ltd, Bhopal <ul style="list-style-type: none">▪ To implement the training for a telecom service provider.▪ To maintain the through-put performance.▪ To measure and maintain the Learning Curve Associate (LCA) performance.▪ To conduct the refresher to improve the executives performance.▪ To coordinate between service provider and internal leadership for new updates.▪ To identify and correct flaws in the knowledge portal.▪ To develop and manage content for various training.	August 2015 – October 2016
Customer Relationship Executive	Crisp Academy, Bhopal <ul style="list-style-type: none">▪ To lead the spoken English and Personality development sessions.▪ Managing and maintaining accounting work.▪ To participate in editing and publishing the journal.▪ To increase the number of admission by counselling the walk-ins.	April 2015 – August 2015
Administration Head	IANT (Institute of Advance Network Technology), Bhopal <ul style="list-style-type: none">▪ To manage accounts and finances.▪ To manage student portfolios.▪ To conduct first level interview for the staff members.▪ To manage salary distribution and spending statistics.▪ To plan and schedule batches and course structures.▪ To lead soft skills and Personality development sessions.▪ To guide and prepare students for interviews.▪ To coordinate with the Head Office and the Regional Office.▪ To coordinate with marketing executives and trainers.▪ Student counselling and feedback management.	April 2012- April 2013

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