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| **MY RESUME**  **Rizwan Arif**  **Saint Mary’s Colony H.No 101, near Center Point Gulberg III Lahore.**  **Email: raphael\_arif@yahoo.com**  **Career objective: To work in competitive, career oriented and**  **Challenging environment and become a part of professional team** |  |
| **PERSONAL PROFILE**  Father’s Name: Arif Nawab Khan  CINC: 35202-7660921-5  Religion: Christianity  Domicile: Lahore  Matial status: Single  Contact no: **0092345-463-1412**  E-mail: raphael\_arif@yahoo.com  **Core Qualifications**  M.A (English Literature)  (Master of Arts in English Literature)  M.B.A (Finance) VU, Pakistan  Punjab University, *Lahore, Pk*  B.Com (IT)  (Commerce, Finance & Accounting)  Punjab University, *Lahore, Pk,*  I.C.S  (Computer Science) BISE, *Lahore, Pk*  **HIGHLIGHTS**   * Carries several PROFFESSIONAL certifications from world renowned networks & organizations e.g British Council, Microsoft, Environment Online, Climate Action, Act Now etc. * Dedicated teacher who always has the students’ needs in mind * Excellent computer support skills * Exceptional ability to make meaningful contact with students and parents. * Very good presentation abilities * Always looking for new ways to create meaningful lesson plans * Proven abilities to resolve problems swiftly and independently. * Excellent Communication, negotiation and interpersonal skills. * Possessing ability to organize, prioritize and multi task. * A calm professional with a flexible and adaptable approach to work. * Proficient user of Microsoft office.   **WORK EXPERIENCE:**  **2018- to present**  Appointed as **Trainer / Assessor for ISA**  **British Council (Pakistan)**  **HIGHLIGHTS**  As an assessor to assess schools’ performance and/or related knowledge in a range of activities/tasks and to ensure that the competence and/or knowledge demonstrated meets the requirements of ISA through provided portfolio.  **Other Responsibilities**   * plan and deliver training programmes and workshops * observe and assess participants in their workplace * examine schools’ portfolios of evidence * offer advice if the standards are not met * keep records of schools’ progress, according to the requirements of the ISA awarding bodies * attend meetings with other assessors * Explaining the assessment process fully to the schools and others involved * Giving constructive and supportive feedback     **WORK EXPERIENCE:**  **2016- 2017 (YEARS)**   * **Appointed as a Claims Handler in 2016**   **Claims Handler:** **BDS Consultants Pvt.LtD.**  **HIGHLIGHTS**   * Experienced PI claims handler who is persistent of following every claim efficiently. * Well Versed in PI Claims. * Capable and Efficient Multitasker * Act as a sole point of contact for all incoming correspondence or calls from Clients, Medical Agencies as well as Insurance Companies.   **Other Responsibilities**   * Negotiation and settlement of disputes with insurance companies. * Preparing and Releasing Stage 2 Settlement Packs to Insurance Companies. * Contacting clients, medical agencies and insurance companies to gain medical records and compensation. * Assisted solicitors in preparation of Litigation files related to RTA (Road Traffic Accidents). * Handled caseload of PI claims including, Hit and Run, Untraced Vehicle, Unassured Clients, RTA (Road Traffic Accident) slip and falls and automobile. * Adapt easily to new Concepts and Responsibilities.     **BRITISH COUNCIL**  http://ts2.mm.bing.net/th?id=H.5053618448237533&pid=1.7&w=200&h=181&c=7&rs=1  **PROFESSIONAL DEVELOPMENT COURSES**  **Certifications**     * **1-INTERNATIONAL LEARNING –GET STARTED.**   **The course covered:**  • benefits and challenges of working with schools in other countries  • ways that education for global citizenship and  international collaboration can enhance learning  • inter-cultural practice  • how to prepare for international collaboration  • The support available from the British Council and  other organizations.  **Course users are asked to identify ways of effectively**  Contributing to their school’s international journey.   * **2-INTERCULTURAL GLOBAL AWARENESS.**   Ideas about cultural diversity, identity and belonging  Ideas about global interdependcies and inequalities  **Course users are asked to identify ways of effectively**  Critically reflect on their inter-cultural competencies and global awareness.  Identity ways of using this expertise and understanding to support intercultural and global awareness enhancement in others.   * **3-EDUCATION FOR GLOBAL CITIZENSHIP.**   The course covered:  **•** the meaning and practice of education for global  citizenship in schools and classrooms  • global citizenship skills, themes and outlooks and how  to tailor them to their own school circumstances  • the development of the teacher’s own practice in  education for global citizenship.  Course users are asked to:  • reflect on their own perspectives about global citizenship  and relate these to the teaching and learning  environments in which they operate  • identify ways of effectively supporting education for  global citizenship enhancement through their own practice. | **WORK EXPERIENCE:**     * Appointed as a ENGLISH/CS teacher in 2005   **ENGLISH TEACHER/IT MANAGER:**  **THE LYCEUM SCHOOL**  **Other Responsibilities**   * Work with Lyceum’s branches to monitor progress against the plan and ensure that implementation of the various Curricular Activities is timely, efficiently and effectively. * Carry out supportive and clerical tasks. * Designing syllabuses for all classes and to ensure that the same should be distributed in all the branches of **LYCEUM SCHOOL SYSTEM** for the smooth implementation of curriculum throughout the year. * Promoting links and liaison with other educational organization within Pakistan & around the globe. * Provide effective Secretarial & Administrative support to Principal. * Record Keeping, Updating and Data Maintenance of the students and faculty time to time. * Issue circulars concerning policies of the office as well as related to notifications. * Upgradation of Computer Lab including Software installation, implementation and training. * Handling school accounts on social media Facebook, Skype, Twitter and website. * Preparing annual school calendar and newsletter. * As a Senior Teacher produced Excellent results in TWELEVE sessions of Lyceum. * Designed a complete syllabus of Computer Studies for whole Lyceum System and successfully implemented. * Adept at developing interactive lesson plans maintaining a safe and clean lab and helping students with specialized projects. * Specializes in getting students to understand the practical side of computers and teaching students Internet responsibility. * Developed lesson plans prior to each school year and submitted those plans to the administration. * Planning and providing computer lessons to students and holding practical sessions in the computer lab. * Assigning, assisting, and grading students on computer projects * Monitoring, assessing, and documenting student progress   **WORK EXPERIENCE:**  **2017- to 2018**   * **Appointed as a Floor CS Supervisor in 2017**   **Team Leader:** **BDS Consultants Pvt.LtD.**    **HIGHLIGHTS**   * Leadership and Communication * Strong Writing Skills * Proven Resourceful * Successfulness management of numerous tasks simultaneously.   **Other Responsibilities**   * Effectively supervised teams of 15-20 people. * Established long-term customer relationship through prompt and courteous service. * Evaluated all questionable and denied claims and successfully negotiated coverage with clients' insurance carriers * Documented all customer interactions using appropriate computer systems with strict adherence to confidentiality agreements, policies and procedures. * Provide support to team to achieve the required standards * Organize Training needs for team members * Act as a referral point for claims handlers * Drive and Motivate teams to achieve the required results. * Assist in the decision making for both liability and quantum and manage the overall claims spend.   **4- ENGLISH FOR INTERNATIONAL LEARNING.**   * OUR SCHOOL * YOUR EDUCATION SYSTEM * PLANNING A PRJECT * HOSTING A SCHOOL VISIT   Topic 4 – e-safety:   * understand the risks associated with using the * internet and communication technologies, and explore * what safe and responsible behavior looks like * understand why students need to be prepared for the digital world and how this can be achieved * have explored some of the materials that can support your work in e-safety * have considered the personal e-safety and security   1. risks in using the internet * understand the role of the school and its staff in   1. e-safety * have explored how you and your school can be * Planning to ensure you address e-safety effectively.   **5- SUSTAINABLE PARTNER SHIP.**  The course covered:  • the features, strategies and practices of effective,  Sustainable partnerships.  Course users are asked to:  • critically reflect on their personal and professional  Competencies to support change through an international partnership.  **6- INFROMATION CUMMUNICATION TECHNOLOGY (ICT)**  **Topic 1 – ICT for professional networking:**  have considered the benefits of professional networking and reviewed their experience   * be aware of the benefits of using technology for professional networking * understand that there is a broad range of online services for supporting professional networking * have explored and reviewed different online services and considered their benefits * have considered what factors need to be taken into account when choosing an online service |