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| C:\Users\deepika.jain\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\JGHFR6AU\IMG_0272.jpg  Goal-oriented professional targeting assignments in **Centre Operations / Sales & Marketing** with an organization of high repute  Location Preference: **Overseas**  Sanjeev Kumar Mishra | |
| Career Summary   * Microsoft Certified Engineer with **nearly 16 years** of experience in **Centre Operations and Training and Development** * Proficient in providing extensive training for new hires, preparing monthly assessment of center operations * Functional expertise in managing the overall training operations with bottom line profitability by ensuring optimal utilization of resources for enhanced operational effectiveness within the budget * Proactive in assessing the learning and development needs and effectively aligning programs / interventions with organizational objectives * Gained exposure in drafting periodic reports, financial statements and records on center projects, progress, status or other special reports for management or outside agencies * An effective communicator and team leader with proven team building and management capabilities   Education & Credentials   * MSC in Computer Science (Software) from Kurukshetra University, Haryana in 2005 * B.Sc. (Non-Med) from DAV College Amritsar, Punjab in 2002   **Other Courses:**   * GNIIT from NIIT, Amritsar, Punjab * MCSE 2003 (Microsoft Certified System Engineer) * ICDL (International Computer Driving License) | Contact  sanjkm@gmal.com  +919955892930  Core Competencies   |  | | --- | | Learning & Development | |  | | Training Needs Assessment | |  | | Centre Operations | |  | | Team Management | |  | | Revenue Generation | |  | | Sales Review | |  | | Stock / Inventory Management | |  | | Reporting | |  |   Skill set   |  | | --- | | Motivator | |  | | Communicator | |  | | Change Agent | |  | | Collaborator | |  | | Analytical | |  | | Leader | |  | |
| Career Timeline  NIIT Computer Education, Ludhiana  New Horizons Computer LearningCenter, LusakaZambia  APTECH Computer Education, Uganda    NIIT Computer Learning Center,Ghana  2018-2019  2011-2018  2006-2011  Punjab Technical University Study Center, Ludhiana  2005-2006  2002-2005  Professional Experience    **May’18 – May’ 19**  **APTECH Computer Education, Uganda**    May’18 – May ‘ 19 Principal/Centre Academic Head  **Key Result Areas:**   * The overall responsibility in the management of the school. * Overlooking all academic, administrative and operational activities of the school, which is based   on agreed areas of responsibility or a delegated list of duties.   * Co-coordinating and implementing an appropriate curriculum having regard to the varying need,   experience, interests, aptitudes and stage of development of all the pupils in the school and  the resources available to the school.   * Maintaining a policy for pupil’s behavior and discipline and maintaining such rules and codes of conduct   for pupils as required for the maintenance of order and discipline within the school.   * The deployment and management of members of staff. * To ensure that teachers adhere to the norms of Teachers Service, Regulations and handle   teachers disciplinary matters.   * Assist with the enrolment/assessment. * Participate in preparation of monthly, quarterly and annual School Implementation Reports. * Establish and maintain effective data management systems, such as student records, teacher   records, attendance, purchasing and maintenances procedures and routines.   * In meeting parents relating to disciplinary and other matters.   Previous Experience  **May’11 – Apr’ 2018**  **NIIT Computer Learning Center, Ghana**  May’11 – May’16 Center Manager  Jun’16 – Apr’ 18 Senior Manager  **Key Result Areas:**   * Planning Marketing activities for all centers in Ghana. * Liaising with center external publics, particularly in relations to their advisory and financial support of center, including working in fundraising relating to memberships in center and sponsorships of center activities and related to the university and college development/capital campaign. * Supervising daily center operations and coordinates center activities through assigned staff; prioritizes and delegates work activities. * Preparing budget proposals and recommendations and establishing budget control system for controlling expenditures; controlling expenditures in accordance with budget allocations; recommends equipment and resources for the center. * Designing, developing and recommending new programs, projects and activities relating to research, executive or student education. * Evaluating center activities for effectiveness to develop improved methods; devising evaluation methodology and implementing; analyzing results and recommending and/or takes appropriate action.   Previous Experience  **Apr’06 – Mar’11**  **New Horizons Computer Learning Center, Lusaka Zambia as Academic Head**  **Highlights:**   * Trained Kasama Teacher’s Training College on ICDL. * Ministry of Education on ICDL (International Diploma in Computer Driving License). * Communications Authority of Zambia on ICDL (International Diploma in Computer Driving License) * COMESA on Visual Basic.Net * Finance Bank, Zamtel on Oracle 10g PL/SQL and DBA. * Ministry of Finance on HTML, Flash, Dream weaver & FrontPage. * Ministry of Education on SQL 2000 Database Design. * Zambia Development Authority on MCSE 2003. * Medical Store Limited on Microsoft Office 2003. * American Embassy on Microsoft Office 2007. * Ministry of Finance on Red Hat Linux and MySQL and Windows Vista. * Celtel on Oracle 10g Pl/SQL. * Zambia Accounting on Graphic Designing (Corel Draw & Photoshop).   **Feb’ 05 – Feb’06**  **Punjab Technical University Study Center, Ludhiana, Punjab as Faculty/Lecturer**  **Sep’02 – Jan’05**  **NIIT Computer Education, Ludhiana, Punjab as Center Manager & Academic Head**  IT Skills   * MS Dos, Unix, Linux, Windows 95/98/ME/00/XP/NT/03/08/Vista * DHCP, DNS, WINS, TCP/IP * MS Office 2003/2007, Visio * Oracle 9i/10g, SQL Server 2000/2005 * LAN & WAN * C, C++, VC++, Java, Html, Flash, FrontPage, Dream weaver * Hardware, Networking, Application & OS issues * Technologies like WINDOWS 2008 Server , Exchange Server, SQL Server, Oracle SQL, Oracle DBA, Oracle Developer, Microsoft Project Professional, Java, Visual Basic, Visual Basic.Net, CompTIA A+, CompTIA N+, Microsoft Exchange Server | |
| Personal Details  **Date of Birth:** 28th November, 1979 **Languages Known:** English & Hindi **Passport No.: J**7039341 | |