

Sania Sultana

Lawnz by Danube Dubai

+971585772156 | saniasultanam@outlook.com

Objective

Dedicated and result-driven Team Leader with proven experience in team management, training, and operations setup. Seeking to contribute my leadership skills, process knowledge, and people management abilities to drive performance and achieve organizational goals.

Experience

- Derby group** Aug 2024 - Current
Team leader
Successfully led a team to achieve and exceed monthly targets through effective motivation, performance monitoring, and training. Supported team members in improving productivity and meeting quality standards, resulting in consistent incentive achievements and strong overall performance.
- ZTECH (HSBC)** July 2023 - July 2024
Relationship officer
Managed and built strong relationships with clients by providing tailored banking solutions and exceptional service. Assisted customers with financial products, account management, and credit card services while consistently meeting sales and service targets.
- Klay** October 2021 - April 2023
coordinator (Trainer)
Spearheaded the development and implementation of a comprehensive early childhood curriculum, tailored to meet the diverse needs and developmental stages of young learners.
 - Collaborated closely with teachers, parents, and staff to create a supportive and enriching learning environment conducive to optimal growth and development.
 - Organized and facilitated professional development workshops for educators, equipping them with the necessary skills and knowledge to excel in early childhood education.
 - Demonstrated innovative teaching methods and techniques, fostering creativity and critical thinking among students.
- Bright horizons** May 2019 - September 2021
Executive Assistant
Provided comprehensive administrative assistance to executives, including managing schedules, coordinating meetings, and handling correspondence.
 - Served as a primary point of contact for internal and external communications, screening calls, and managing emails on behalf of the executives.
 - Organized and maintained files, records, and documents, ensuring accuracy and accessibility for executives as needed.
 - Arranged travel itineraries, accommodations, and logistics for business trips, as well as coordinate and support the planning of corporate events and meetings.
 - Exercised discretion and maintained confidentiality in handling sensitive information and privileged communication on behalf of executives.

Education

- ICFAI** 2019
BBA

- **CCIMS** 2019
Advanced post graduate diploma (EYFS)
- **Meridian international institute** 2017
Airline travel and tourism diploma(IATA)
- **Cathedral** 2016
Commerce (HEBA)
- **Seventh day Adventist** 2014
High school

Skills

- Team Leadership & Staff Management •Recruitment & Onboarding •Training & Development (Compliance, Products, Policies) •Performance Monitoring & Target Achievement •Incentive & Motivation Management •Operations & Floor Setup •Customer Service & Relationship Management •Event & Kiosk Management •Problem Solving & Decision Making •Communication & Interpersonal Skills

Projects

- **Operations and marketing coordinator (Klay)**
Contributed to marketing events and played a key role in establishing new centers across Bangalore. Responsible for coordinating setup activities, ensuring smooth operations, and supporting brand visibility through on-ground marketing initiatives.
- **Marketing and Expansion Executive**
Awarded for successfully leading marketing events at Prestige Tech Park to promote child enrollment for the US-based Bright Horizons center. Played a key role in setting up the center within the tech park, managing end-to-end coordination, and ensuring a smooth launch and brand visibility among corporate parents.
- **Team leader**
Appointed as the first Team Leader for Derby's new project, responsible for setting up the operations floor, recruiting and onboarding candidates in the absence of a designated HR. Trained new staff on bank compliance, products, and policies, organized company visits, and actively participated in kiosk activities. Successfully guided the team to achieve targets and earn incentives from the very first month.

Achievements & Awards

- Rising star award in 2019 from Bright horizons
- Creative teaching award in 2018 from bright horizons

Languages

- English
- Hindi
- Urdu
- Kannada
- Tamil
- Telgu
- Bengali
- Malayalam

Personal Details

- Date of Birth : 27/04/1998
- Marital Status : Single
- Nationality : Indian

