

NAADHYA GRACE CHANDY

BUSINESS ENGLISH TRAINER

CONTACT

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 Dubai, UAE

PROFESSIONAL SUMMARY

CELTA-certified English Language Teacher with over 8 years of experience teaching adults from diverse backgrounds (aviation, hospitality, healthcare, education, and clergy). Experienced in delivering lessons for general and business English, academic purposes (students and teachers), and exam preparation (IELTS) using interactive, learner-centered approaches. Skilled in designing curricula, educational materials, and assessments aligned with CPD, SQA, IDP, and British Council standards, integrating digital tools and blended learning strategies to enhance engagement and learning outcomes. Adept at managing inclusive classrooms, providing individualized support, and mentoring junior educators. Committed to continuous professional development and maintaining international teaching standards.

PROFESSIONAL EXPERIENCE

English Language Trainer (remote)

2024 — Present

Darsana Academy, India

- Plan, prepare, and deliver **targeted English language training programs, adapting lesson content to suit diverse learner profiles** and align with current assessment frameworks and communicative goals
- Plan, design and deliver **effective IELTS preparation classes (Academic and General Training)** tailored to help **learners achieve their required band scores** through targeted skill-building, practice tests, and personalized feedback.
- Develop content for a **communicative English learning app** designed for the academy, projected to generate 70–80% profit, **supporting scalable digital language learning**
- **Lead and manage a team of 8 in-house and freelance trainers**, overseeing the design and implementation of ELT programs while ensuring methodological consistency, instructional quality, and trainer development
- Design differentiated **instruction for learners across a wide proficiency range, including beginner, intermediate and advanced-level candidates and professionals seeking high-level academic or workplace communication skills**
- Integrate **blended learning tools, real-life scenarios, and digital resources to build engagement, enhance retention, and strengthen all four core language skills (LSRW)**
- Provide **expert coaching on strategic language use and performance under pressure**, including **time management and communication fluency in high-stakes or exam-oriented settings**
- **Collaborate with academic teams and peer trainers to maintain consistent delivery standards, exchange best practices**, and continuously enhance the effectiveness of English language instruction
- **Mentor junior trainers and conduct in-house workshops, promoting learner-centered methodologies, purposeful lesson planning, and the strategic development of communicative competence**

Assistant Program Officer

SEE INSTITUTE, The Sustainable City, Dubai

2024 — Present

- **Lead the design, development, and delivery of comprehensive Training & Development strategies for in-house and external trainers, faculty, and staff**
- Design, develop, and deliver tailored **Train-the-Trainer and Executive Training programs across corporate, academic, and professional development contexts**, including **Business English, professional and cultural Etiquette, sustainability, and AI competency training**, ensuring alignment with client objectives, industry standards, and competency frameworks
- **Curate and communicate in-house training pathways and faculty development programs**, ensuring consistent quality, capability development, and alignment with institutional learning goals
- **Facilitate engaging, high-impact training sessions for diverse audiences, translating complex topics into interactive, outcomes-focused modules that incorporate digital tools, blended learning approaches, and embedded assessments to enhance retention and application**
- Collaborate with SMEs and stakeholders to **co-develop context-specific, industry-relevant content, integrating emerging trends such as AI-driven learning solutions and sustainability frameworks**, while managing quality assurance processes **aligned with SQA, CPD, and institutional accreditation requirements**
- Create, manage, and deliver **customised corporate learning solutions and digital learning assets for high-profile partners such as Dubai Chambers, DSCE, ENOC, PwC, DEWA and NOMU**, ensuring content is context-specific, industry-relevant, and aligned with learning objectives and sustainability goals
- **Integrate instructional design principles, blended learning strategies, and digital learning tools to maximise engagement, scalability, and learning impact**
- Support **trainer onboarding and capability development through structured mentorship programs, resource curation**, and alignment with best instructional practices
- Draft, maintain, and refine SOPs and academic documentation for program validation, quality assurance, and accreditation, with focus on content review, learner evaluation, and compliance with institutional standards
- Implement **continuous improvement mechanisms through feedback loops, learner assessments, and impact analysis**, ensuring all training programs deliver measurable value

Program Manager (ELT)

Darsana Academy, India

2022 — 2024

- Spearheaded the launch and **management of corporate language training services (Business and General English)**, contributing to a 30% increase in overall revenue through tailored learning programs for executives and fresh graduates.
- Designed and delivered customized training programs for 1,300+ participants across **healthcare, aviation, hospitality, and education sectors**, aligning courses with client requirements, organizational goals, and service excellence standards
- Created and facilitated courses on **interview readiness, workplace etiquette, communication, and professional behavior** to prepare fresh graduates and early-career professionals for workforce integration
- Developed and delivered **executive-level programs on leadership, interpersonal skills, and service excellence, using role-plays, real-life simulations, and guided discussions to ensure high engagement and practical skill application**
- Produced digital and blended learning content, including the development of a mobile app, enabling scalable delivery of training programs and projecting 70–80% growth in service reach
- Developed assessment tools (scenario-based tasks, behavioral checklists, pre/post evaluations) to track learning outcomes, measure impact, and identify skill gaps through ongoing data analysis
- **Managed and scaled a team of 8 trainers, overseeing onboarding, mentorship, and delivery** quality to ensure alignment with client expectations and industry best practices
- Coordinated end-to-end program operations, including faculty interviews, trainer scheduling, participant registrations, and payments, ensuring smooth execution of multiple concurrent training projects
- **Delivered personalized one-on-one coaching for executives and professionals to strengthen soft skills and executive presence**, while supporting early-career talent through career readiness and employability workshops
- **Mentored junior trainers and conducted internal L&D workshops**, fostering a collaborative, high-performance learning culture within the academy

Lead Trainer & Curriculum Developer (ELT)

2021 — 2022

Darsana Academy, India

- **Designed and developed comprehensive training curricula and learning modules for soft skills, professional etiquette, and behavioral excellence**, ensuring alignment with organizational and industry standards
- **Delivered interactive workshops and scenario-based learning sessions for over 700 professionals, including executives, front-line staff, and government officials**, fostering practical skill application and participant engagement
- **Conducted pre- and post-training assessments and feedback surveys to monitor learning outcomes, identify areas for program improvement, and enhance course effectiveness**
- **Collaborated with organizational leaders to tailor content and delivery methods**, ensuring training programs supported broader strategic goals and professional development initiatives
- **Managed course materials and coordinated logistics for multiple cohorts**, streamlining scheduling, resource distribution, and participant support
- **Provided one-on-one coaching and guidance to participants**, enhancing professional presence and executive communication skills, while documenting progress for reporting and continuous improvement

IELTS Trainer

2020 - 2021

Darsana Academy, India

- Developed practice materials for those preparing for IELTS apart from those provided by IDP/British Council
- Prepared and delivered active lessons for effective learning (JAM & debate sessions, movie reviews, pop quizzes)
- Carried out sessions both online and offline for 1200+ IELTS candidates in total (60 hours a week)
- Designed mock tests and provided timely feedback for the candidates on LSRW skills
- Ensured that the candidates secured an average band score of 7.5 on the test

Assistant Manager (Business Development)

2019 - 2020

The Bangalore Creative Collective, India

- Onboarded and managed multidisciplinary artists (visual, digital, performance) for brand and client campaigns, ensuring creative direction aligned with project objectives
- Developed tailored artist profiles and program materials to enhance brand identity and client engagement
- Coordinated with internal teams, clients, and vendors to manage deliverables, timelines, and campaign requirements
- Supported business development efforts by contributing to growth strategies, partnership planning, and branded content production, expanding client pipelines
- Led campaign and event execution, overseeing logistics, artist collaborations, and stakeholder communication for successful delivery
- Designed and delivered digital content and social media campaigns, strengthening brand visibility and audience engagement
- Acquired hands-on startup experience, managing both program operations and business growth initiatives in a dynamic environment

English Language Teacher

2018 - 2019

Hindustan College of Arts and Science, India

- Planned and delivered dynamic lesson plans with a strong focus on enhancing students' vocabulary, grammar, and overall language proficiency.
- Designed and administered regular formative and summative assessments to effectively monitor and support the development of Listening, Speaking, Reading, and Writing (LSRW) skills.
- Promoted self-directed learning strategies to encourage continuous language development beyond the classroom environment.
- Fostered an inclusive and supportive classroom culture that motivated students to take linguistic risks, actively participate, and build confidence in language use.

EDUCATION

CELTA (CERTIFICATE IN TEACHING ENGLISH LANGUAGE TO ADULTS)

2023

British Council, Delhi, India

M.B.A

2017 - 2019

Hindustan University of Technology & Science, India

BACHELOR OF ARCHITECTURE (B. ARCH)

2012 - 2017

Hindustan University of Technology & Science, India

AREAS OF EXPERTISE

- English Language Instruction & Lesson Planning
- Student Assessment & Feedback
- Curriculum & Educational Material Development
- Classroom Management & Inclusive Learning
- Effective Communication with Students and Parents
- Educational Coaching & Motivation Techniques
- Multilingual Training Delivery (English, Malayalam, Hindi, Tamil)