**Sultan Singh Sandur**

Email: sultan@justsultan.com Mobile: (647) 400-7616

**Summary of Qualifications**

Dynamic and motivated professional with a proven record of generating and building relationships, coordinating projects from concept to completion, designing educational assets, and coaching individuals to success. Skilled in supervising client service teams, demonstrating exceptional communication skills, supporting clients, and making critical decisions during challenges and escalations. Adaptable and transformational leader with an ability to maintain service levels, create effective presentations, and uphold standards of confidentiality and security with discretion and tact.

**Relevant Skills & Experience**

**Learning/Engagement**

* Researched inclusive language and implemented a project to change language for TRU Recreation policies and assets to be inclusive
* Experience teaching students preparation techniques and best practices for IELTS
* Initiated research project working with a student sample in Bogota, Colombia
* Developed and delivered a lesson plan as a part of the *Walking as a Pedagogical Practice* Project
* Facilitated workshops and delivered presentations on topics of relevance such as citations, thesis statements, tips for students, and essay organization.
* ESL Language Classroom assistant

**Leadership/Facilitation**

* Supported students from diverse backgrounds with assignments (essays, presentation, homework, etc.), specifically in terms of both higher order concerns (essay structure, thesis statement, development) and lower order concerns (sentence structure & grammar)
* Assisted students with homework and inquires on topics: vocabulary, grammar, reading, oral skills, etc.
* Managed a team of 14 staff across 4 remote office and one local office.

**Interpersonal/Communication**

* Met and communicated with instructors to understand assignments and assessment rubrics in various courses in order to best support students.
* Experienced in establishing and maintaining relationships with stakeholders
* Demonstrated ability to diagnose client complaints, express empathy, and effectively resolve disputes

**Supervision**

* Project Lead for a UK visa application centre on behalf of the client, the British High Commission
* Coordinated workflow for a team of agents who processed visa applications and biometrics
* Developed and maintained thorough understanding of Office and Client Services processes
* Scheduled team meetings and created meeting presentations, and administered minutes
* Experience in team building, staff motivation, supporting staff, and dispute resolution
* Managed service levels and employee metrics
* Investigated, analyzed and responded to escalated incidents, inquiries and complaints

**EDUCATION**

**Master of Education** *(4.33 GPA)*  2018-2020

Thompson Rivers University Kamloops, BC

*Relevant Courses*

**EDUC 5040 Diversity- Constructing Social Realities:**

* Examined the social construction of inequalities based on class, gender, race, and sexuality and the operation of these inequalities within educational institutions; surveying the influence of social inequalities on student experiences and student success within the educational system

**EDUC 5400 Principles and Processes of Educational Leadership:**

* Examine the current theories and belief systems that contribute to evolving concepts of leadership, particularly leadership in educational settings; Gained understanding of developing relationships, encouraging team building, facilitating conflict resolution, and encouraging innovation, change and organizational performance.
* Developed a repertoire of leadership styles and skills that will be applicable in a variety of educational settings.

**EDUC 5500 Introduction to Counselling Skills:**

* Explored the helping professions and the skills needed to communicate effectively with diverse populations

**EDUC 5460 Educational Management:**

* Examined the management of fiscal and human resources that contribute to effective leadership in educational settings

**Study Abroad Program (**with Thompson Rivers University) 2020

Universidad de La Sabana Bogota, Colombia

**Bachelor of Arts Degree, Major: Canadian Studies, Minor: Sociology** 2001 – 2006

Thompson Rivers University Kamloops, BC

**Campus Engagement**

* Gender Diversity and Inclusion Project - TRU Recreation 2019
* Language Learning Centre Tutor 2019
* Student Wellness Ambassador 2019

**Research Project/Presentations/Papers:**

* Currently working on a Book Chapter: Propositionalities: Walking Beyond the Intelligible
* Social Emotional Learning Considerations for Leaders (paper)
* Multiculturalism and Counselling (paper)
* Constructive Conflict and Leadership (Presentation)
* The Mind-walking Project: Examining alternative methods of walking during COVID-19

**Scholarships and Awards:**

* Recipient of Premier's International Scholarship
* Recipient of Ken Lepin Graduate Award and Scholarship

**COMMUNITY INVOLVEMENT**

**Director** *(Board Member and Chair of Fantasy Fashion Show)* 2013 – 2015

Gallery 1313 (1313 Queen Street West) Toronto, ON

**University Board of Governors** *(Student Representative- Elected)* 2004 – 2005

Thompson Rivers University Kamloops, BC

**ADDITIONAL EDUCATION & CERTIFICATION**

* TESL Certificate Thompson Rivers University (Dec 2020)
* Managing Projects George Washington University/ESI
* Global Competency Certificate Thompson Rivers University
* Certificate in Social Media Marketing George Brown College
* Foundations and Fundamentals of Public Relations University of Toronto

**EMPLOYMENT HISTORY**

**ESL Practicum – Teaching IELTS Prep** 2020

CUAM Mexico via Thompson Rivers University

**Digital Content Creator**  2016-Present

Just Sultan

**Coordinator, Central Client Services** 2016 – 2018

Canadian Institute for Health Information (CIHI) Toronto, ON

**Implementation Deployment Coordinator** (CCT Project) 2015

Orion Health Toronto, ON

**Marketing & Sales Lead** 2014 – 2015

The Rostie Group Toronto, ON

**Project Consultant – Client Information Specialist** 2010 – 2014

Community Care Information Management (CCIM) Toronto, ON

**Client Support Analyst**  (PT) 2009 – 2018

City of Toronto – 311 Division Toronto, ON

**Assistant Manager** (Project Lead) 2007 – 2009

Computer Sciences Corporation (CSC) – WorldBridge Service Toronto, ON