

Ms SONIA KHERA

Nationality: British

Located: London

Tel: +44 (0)20 8931 4433 Mobile: +44 (0)7930 281077 Email: sonia@one2oneprofessionals.com

An experienced Executive Business Coach & Senior Manager with a background successfully developed within Global Telecommunications & Consultancy within UK Public Sector, SME & International blue chip clients across key functional business areas: Business Development, Marketing, Sales Support, Supplier & Service Management. With a proven record in training & developing Leaders & Management teams to effectively achieve performance goals.

Specific skills & experience include:

- Ability to motivate and influence to achieve personal, professional and business objectives.
- Excellent organisational, presentation, facilitation & interpersonal skills.
- Sound commercial awareness, highly motivated, thrive on challenges and enjoy responsibility.
- Proven record of success with professionals enhancing talent and accelerating career progression.
- Design effective development solutions for organisations, senior and aspiring management executives.
- Member of the Association for Coaching UK and Professional Member of the Association for NLP
- 2012 Board Certified Coach: Center for Credentialing & Education <http://www.cce-global.org/BCC>
- 2013 Belbin Team Roles Profiles: Trained & Accredited.
- 2014 D.I.S.C. Personality Profiling: Trained & Accredited provider.

CAREER HISTORY:

Feb 2003 – Present Director / Executive Business Coach One 2 One Professionals Ltd

- www.one2oneprofessionals.com Business Growth, Professional Development & Career Transitions Coach
- Management & Leadership development to Directors, Senior and Middle management, aspiring managers and teams across public & private sector fields: Telecoms, IT, Manufacturing & Healthcare.
- Facilitate clients to achieve career milestones & re-deployment with professional effectiveness.
- Specialist in enhancing communication ability in Leaders & Managers to confidently perform.
- Coaching one to one, career mentoring, team building, project facilitation & skills training workshops.
- Business Associate with key organisations: assessing, designing & delivering client focused solutions.

July 2007 – August 2008 Regional Service Manager Deutsche Telekom / T-Systems Ltd

- Service Management of International Wholesale Carriers within Western Europe & Africa region.
- Key commercial point of contact for Japanese client (pre & post sales) service customer requirements.
- Proactively developed & managed carrier relations and global accounts with sales managers.
- Responsible for delivering customer solutions & interfacing with specialist technical departments.
- Lead Global Service Management project to enhance customer treatment & setting service standards.

April 2005 – 2011 Leadership & Management Consultant Business Link

May 2004 – 2005 Marketing Consultant (Contractual) The @ Work Partnership Ltd

- Conference analysis & reporting for Occupational Health Employment Law & related topics.

April 2003 – July 2006 Executive Career Coach (Associate) Premier Coaching Associates Ltd

- Career planning support: CV feedback & design, Psychometric assessment feedback & interpretation.

Jan 2002 – Oct 2002 Manager – International Service Contracts WorldCom

- Key relationships with International Carriers. Procured EMEA services & negotiated contracts.

Feb 2001 – Dec 2001 **Manager –International Fixed Network Strategy** **WorldCom**

- Responsible for pan-European projects: inter and super-regional backbone developments.
- Managed the delivery of network projects critical to business continuity: customers and restoration.
- Supported optimisation business cases.

July 1999 – Feb 2001 **Manager – UK Contracts** **WorldCom**

- Successfully implemented national synergy projects within cost base reduction targets.
- Developed & delivered Network Optimisation projects: solutions with business justification
- Specialised in managing third party network trench sharing cost reduction initiatives. Responsible for commercial negotiation, contract completion, project performance and ensured successful delivery.

Nov 1998 – June 1999 **Interconnect Project Manager** **MCI WorldCom International**

- Network trading single point of contact to other licensed operators, network products & services
- Specialists in BT national private line products services and interconnect contractual obligations.
- Negotiated technical & commercial contracts for managed high bandwidth & national dark fibre.

July 1996 - Oct 1998 **International Product Manager** **WorldCom International**

- Product Management responsibility for existing & new services: UK Local Rate / International Freephone Teleservices, International Calling Cards & MCI Conferencing portfolio.
- Developed business cases, launched product plans, established & lead multi-disciplinary teams.

Sept 1994 - June 1996 **European Market Analyst** **MFS Communications**

- Developed business market expansion plans with analysis of market sizing & segmentation.
- Produced competitor intelligence reports. Internal BSI department representative.
- Responsible for the corporate global Calling Card services managing external supplier relationship.

March 1994 - Sept 1994 **Quality Management System Consultant BS 5750** **BT - Contract**

- Successfully lead and trained the Information Technology department to full accreditation status.

Jan 1993 - March 1994 **Marketing Executive: Healthcare Consultancy** **Newchurch & Co**

- Direct marketing of consultancy services. MIS, management of clients, media & suppliers liaison.

Graduate Sponsorship / Industrial Placement / Project Contracts **BT Plc**

July 1992 - Dec 1992	Marketing Project Assistant: Developed 0800 services.
Sept 1991 - July 1992	Global Marketing & Business Telephony Office Assistant
July 1989 - Aug 1990	Systems Analyst: Computing BS 5750 registered system projects
Summer 1988 & 1989	Total Quality Management / HR Personnel Assistant

EDUCATIONAL & PROFESSIONAL CREDENTIALS:

February 2014	The Coaching Academy	DISC Personality Profiling
August 2013	Belbin Associates	Team Role Accreditation
April 2012	Center for Credentialing & Education:	Board Certified Coach
June - Oct 2010	Sue Knight Books & Talks	NLP Master Practitioner
April 2010	Sue Knight Books & Talks	NLP Business Practitioner
Jan 2003 - Oct 2003	The Coaching Academy	Distinction: Coaching
Sept 1987 - June 1991	Sunderland Polytechnic	BA (Hons) Business Computing

PROFESSIONAL INTERESTS:

- Youth Mentoring: Preparing for career entry, further higher education and making career choices.
- Focusing on Leadership effectiveness through effective communication: Self marketing, Influencing Motivation, Assertiveness and Conflict Resolution approaches.

References available upon request.