

# FATIMA WASEEM

*Institute Manager | Senior Operations & Administrative Leadership*

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## PROFESSIONAL SUMMARY

Dynamic operations and administrative leader with over a decade of experience in staff management, compliance, budgeting, and institutional coordination across the United Kingdom and Pakistan. Proven track record leading the daily operations of a regulated UK organisation — including staff recruitment, performance management, financial oversight, and regulatory audits — combined with senior academic coordination experience managing curriculum strategy, training programmes, and multi-campus operations for one of Pakistan's leading school systems. Brings a polished, detail-driven approach to leadership, strong documentation and compliance standards, and the ability to manage complex, multi-stakeholder institutional environments.

## CORE COMPETENCIES

- Institutional & Operations Management
- Budgeting, Invoicing & Financial Oversight
- Policy Development & Documentation
- Strategic Planning & Institutional Growth
- Cross-Cultural / International Management (UK & Pakistan)
- Team Leadership & Mentoring
- Staff Recruitment, Training & Performance Management
- Compliance, Audits & Regulatory Reporting
- Stakeholder & Vendor Coordination
- Crisis Management & Problem Resolution
- Programme & Event Coordination
- MS Word, Excel, PowerPoint

## PROFESSIONAL EXPERIENCE

### Manager / Administrator

*Serene Residential Care | Dewsbury, United Kingdom | April 2023 – April 2025*

- Held full accountability for the daily administrative and operational functions of a regulated UK service, managing budgets, staffing, compliance, and stakeholder relationships.
- Led the end-to-end staff recruitment cycle, along with induction, training, scheduling, and formal performance reviews, building a stable and well-supported workforce.
- Directed compliance and quality assurance activity, organising internal reviews, external audits, and regulatory inspections, and maintaining detailed compliance documentation.
- Owned budgeting support, invoicing, and expense monitoring, ensuring accurate financial reporting and cost control.
- Served as the primary point of contact for external stakeholders and service providers, negotiating and coordinating service agreements.
- Resolved staff, client, and family concerns with professionalism and discretion, maintaining service standards under pressure.
- Developed and enforced operational policies and procedures, strengthening documentation, governance, and accountability across the organisation.

### English Curriculum Lead & Academic Coordinator

*Roots School System / Roots Garden Schools – Head Office, 74 Harley Street | Rawalpindi, Pakistan | January 2026 – Present*

- Lead curriculum strategy and multi-campus academic coordination for Grades 1–3, working directly with director-level leadership on institutional planning and documentation.
- Designed and rolled out a full teacher training programme (INSETT) for the English department, including a facilitator handbook, branded delivery materials, and structured session planning.
- Built assessment frameworks and governance documentation for after-school clubs and academic programmes, standardising quality and reporting across campuses.
- Contributed to the planning and documentation of a new campus build-out, covering facilities specification, room allocation, and interior design direction.
- Produced staff interview assessment tools and admissions reference materials used across the organisation.

## Phonics Teacher & Coordinator

*Roots School System – DHA Campus | Islamabad, Pakistan | February 2015 – March 2023*

- Coordinated an early years academic programme for eight years, managing scheduling, stakeholder communication, and documentation for the department.
- Acted as the key liaison between parents, teaching staff, and school management, supporting event planning and school-wide communication.
- Maintained academic and administrative records to a high standard, supporting audits and management reporting.

## Administrator

*Synergix IT (Medical Transcription) | Pakistan | August 2007 – February 2015*

- Managed data allocation, documentation workflow, and quality control, ensuring accuracy across records, reports, and invoices.
- Coordinated with staff to meet deadlines and productivity targets in a fast-paced operational environment.

## ENTREPRENEURIAL EXPERIENCE

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- Founded and built SHELF – The Skin Pantry, an independent skincare brand covering product development, branding, and marketing — demonstrating initiative and business acumen beyond employed roles.
- Completed the DreamBuilder business curriculum through the PAK-US AWE programme, delivered in collaboration with Arizona State University and Thunderbird School of Global Management.

## EDUCATION & TRAINING

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- Level 5 in Leadership and Management (UK) – 2025
- Early Years English & SEND Training – Kirklees Council, UK – 2025
- MSc in Mass Communication – 2017
- Diploma in Early Years Education – 2012
- BIT – Bachelor of Information Technology – 2003