

Avinash Singh

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Master Trainer * Instructional Designer * Training/Learning Manager

- Analyze to understand the alignment of company goals to individual goals and devise ways to find the gap with respect to job roles – performance expected v/s performance delivered
- Design training interventions to fill the gaps using a variety of ways & evaluate the value and effectiveness of every training intervention
- Manage the learning cycle, through various employee engagement processes and run programs to develop different job skills, soft skills, enhance employee motivation etc.
- Create a pool of efficient trainers, by running Train the Trainer(TTT) programs, to achieve overall organizational and employee educational goals

Housing.com, Powai – Mumbai

2014 - present

Content Manager

2016 – present

Quality/Process Trainer

2014 – 2016

As a new trainer was quickly made in-charge to overlook a new Broker Telesales Process in call center, comprising of 93 agents. Using gamification and training was able to help achieve a whopping 42k property listings in a span of 50 days.

In the next 1 ½ year, helped in creating structure in the training department by creating centralized training content repository, introduced LMS & KMS platforms, created training calendars and helped PAN India trainers to understand and deliver trainings based on the TNA/TNI generated.

Content Management & Delivery

- Analyze Training Need: Initiated TNA/TNI by getting in touch with vertical managers, floating needs assessments and understood KSA's of the particular job role to create learning objectives(followed ADDIE principle)
- Instructional Design: Based on the identified learning objectives, created design documents/storyboards/scripts for training content, and developed it in various formats like presentations, flashcards, video tutorials, update documents etc.
- Training Delivery: Created some modules like Sales Training for beginners, which required TTT and hence delivered it at a location to demonstrate it. Also handled TTT's, MDP and other higher level inductions like that of RBM's & SBM's
- Evaluation: Checked training effectiveness and monitored learning as well as transition from knowledge to application, for new process/product trainings as well as on-going refresher trainings; along with trainer audits & performance reviews(followed Kirkpatrick's model)
- LMS & KMS: Created video tutorials and walk-throughs for all the products and processes. Also created modules on soft-skills & behavioral aspects to ensure an overall development. KMS or knowledge base was created for every vertical to help with easy access to required information irrespective of learner location, in a secure set-up

Liaison with External Vendors

- TTT – Dale Carnegie: Helped in end-to-end co-ordination with respect to workshop including no. of days, price etc. and got 25 trainers certified. The overall package including stay, travel and program details was coordinated to the 'T'
- Training Videos: Helped in creation of 180 minute videos related to process and soft-skills; was actively involved in scripting, storyline, shooting, graphics and dubbing of all videos

Mexus Education Pvt. Ltd., Andheri – Mumbai	2010 - 2014
Zonal Academic Manager	2013 - 2014
Territory Academic Manager	2011 - 2013
Sr. Executive Training	2010 - 2011
<p>As an academic trainer travelled across India to train teachers on the use of technology and its advantages in schools; was promoted to handle Mumbai as a Manager. Eventually studied educational & developmental psychology to train teachers from K-12 on holistic learning.</p> <p>As a Zonal Academic Manager for West; helped trainers to do TNA and deliver academic orientation, interact with schools and also helped with up-selling along with demonstrations</p> <ul style="list-style-type: none"> • Conducted TNA/TNI for trainers according to their KRA's and identified KSA's required for job • Designed, developed & delivered trainings to close the gaps in knowledge and application • Monitored performance through timely reviews and trainer audits • Created training calendars and maintained all training MIS through dedicated executives • Created SOPs for all products, process & services along with academic orientations 	
Spear Business Academy, Thane	2010 - 2010
Training Center Head – Academics	2010 – 2010
<p>As a center head for a training institute, delivered all trainings related to Management Programs as a part of Certified Business Professional a 1 year professional certification by IBTA – Illinois (USA). The job also involved, creating a new English Language Learning course, counsel students, convert aspirants for TTT program and contribute in the overall running of the center.</p> <ul style="list-style-type: none"> • Training delivery for all management programs (HR, Operations, Business, and Marketing) • Training design, development & delivery for Certificate in English & Personality Development • Overall center management and co-ordination • Driving sales & marketing for increase in no. of admissions • Co-ordination with other centers and head office for smooth operation of the center 	
Speakwell English Academy, Chembur – Mumbai	2009 - 2010
Trainer -Voice & Accent & Personality Development	2009 – 2010
<p>As a trainer, helped students of all ages learn the nuances of English language; including grammar, voice and accent and overall personality development.</p> <ul style="list-style-type: none"> • Training for basic & advance English conversation skills • Accent neutralization • Training delivery on modules of Goal Setting & Personality Development • Emphasizing on learning of all 4 skills namely listening, speaking, reading & writing 	
Rashtriya Engineer Works, Chembur – Mumbai	2007 - 2009
HR Executive – Administration	2007 – 2009
<p>As a single point of contact maintained smooth functioning of the office.</p> <ul style="list-style-type: none"> • One Point Contact between Labor, Junior and Senior Staff Members • Maintaining Database for Attendance • Processing Staff Salary & Bonus • Keeping Record of Work orders, Challan, Cash Memo, Bills, Payments, and Receipts 	

International BPO, Mumbai

2004 - 2006

Senior Customer Service Representative

2004 – 2006

As a customer service representative, interacted with customers to resolve their queries.

- Handling Customer Calls
- Resolving Queries and helping customers
- Handling Supervisor/Escalated calls of irate customers
- Handling correspondence
- Training on floor OJT batch
- Training new agents on process knowledge & taking calls

Education

- PG Diploma in Instructional Design, Symbiosis – Pune, 2014
- PG Diploma in HR Management, Welingkar's Institute, 2007
- BSc. Chemistry & Industrial Chemistry, D.G. Ruparel College – Mumbai, 2004