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# BENISHA D'SOUZA

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## ABOUT ME

A results-driven, training development manager with proven track record in setting a new team, strategizing, team bonding and engaging various individuals to work as a cohesive function in order to achieve high standards of on time delivery and performance in operations.

My Core Skills also include building, designing, delivering and producing training content for both the facilitator and participant in a manner to motivate team members to perform and deliver results to customers' satisfaction, and assist the Company in achieving its strategic objectives.

Conceptualizing and designing need based training modules (using ADDIE) for developing a multi-skilled work force for cross utilization within sub processes in order to achieve optimum efficiency.

Proficient at managing and leading teams for running successful process operations, and experienced in developing procedures and service standards for business excellence.

## KEY STRENGTHS INCLUDE:

- ♦ Team Engagement and interpersonal skills to outperform on a daily basis.
- ♦ Excellent communication skills, proven ability in team management and maintaining professional relations within the organization.
  - ♦ Sourcing, developing and consistently improving training content and delivering methodologies.
    - ♦ Building, designing & delivering training material to produce out performers.
- ♦ Training bottom quartile members to improve their performance and efficiency on the operations floor, by continuously monitoring them along with other team members.
  - ♦ Successfully implementing smooth transition of processes for international operations.
- ♦ Innovative creative skills to design & develop various training modules, customized to the audience.
- ♦ Using Instructional Design & Development techniques and Info graphics to deliver the objectives and content as per the requirements of the organization.



## WORK EXPERIENCE

**Currently working with First Source Limited ♦ Navi Mumbai**  
**Date of joining 10<sup>th</sup> July 2015**

**Position – Assistant Training Manager**  
**Client Designation – Sr. Training Development Manager**  
**Client – British Telecom**

**Job Profile** – Setting up and managing a multi functional training team:

The team –

- **Pre Process Trainers** – A team of individuals who have excellent communication and facilitations skills to train New Hire Batches with Pre Process or Soft Skills content. Other activities include supporting operations with OJT and BAU with communication coaching on daily calls.
- **Comms Coaches** – A team of individuals who had good communication skills and they would support OJT and BAU with communication coaching on daily calls. A pre process trainer can be a coach as well.
- **Process Trainers** – A team of individuals who had excellent knowledge about the process and its content. They were to keep abreast of all the changes and updates along with being well versed with the content so as to ensure it was delivered effectively

Tasks Managed –

- **New Hire Training** – Meet all new hires on Induction Day and set expectations and induct them to the training methodology.
- **Improvement of Hire Quality** – based on Induction and Day 1 observation by me and my team, we would highlight the quality of the trainees so that we can close loop any profiles that are not fit for the job. Work closely with the hiring team on a regular basis to ensure the output delivered to operations is at the business requirement.
- **Grad Bay/OJT** – Ensure all trainees are aware of the glide path during GradBay or OJT post training. Also ensure their Performance is managed and supported during OJT by my team.
- **Floor Projects** – Be a Key part of multiple floor support projects to bring in improvement in struggling areas in the operational floor. Assign trainers to work on the project and send weekly reports. EG – LACHT, Repeats
- **Centre Roll Outs** – Key part of multiple center based roll outs for new products and services. This involved analysis, design & development pre delivery along with working

closely with the SQ Team and co-ordinate with the WFM team to ensure maximum coverage. EG – Driving completion of CBTs and Mandates.

- **Change of LOB** – Ensure all new trainees were aware of the 2 LOBs – Voice and Chat to ensure smooth transitioning from voice to chat and vice versa with least attrition.
- **Throughput Management** – ensure each batch delivers the desired yield of more than 80% and ensure the department meets its business targets.
- **Weekly, Fortnightly and Monthly Reviews** – Prep and create decks for the all the training reviews which included displaying the yields, analysis on attrition reasons (controllable and un-controllable), trainer utilization and build visibility on all tasks managed by training.
- **Training Calibrations** – chair and conduct weekly calibration session with Recruitment, HR, Operations and training to ensure we all work towards the common goal of delivering good quality hires who can manage the performance required by the client.
- **Performance Management** – weekly and monthly one on one catch ups, redesigned the Trainer Goals to match their tasks, review performance regularly to map their current performance to the targets.



**Last working with Tech Mahindra Business Services◆ Mumbai**  
**Date of joining 7<sup>th</sup> November 2005** when the company was Hutchison 3 Global Services  
**Date of leaving 19<sup>th</sup> January 2015** due to personal reasons.

Recent Position – Sr. **Trainer**

**Training Certification** – In house TTT(Train the Trainer) and **Dale Carnegie Certification**

Joined the training team in June 2009 as a Loan Trainer

Then got promoted to Trainer on 1<sup>st</sup> October 2009 further which,

I was promoted to a **Senior Trainer on 1<sup>st</sup> April 2014.**

**Job Profile** – Training initially for Sales Support and then multiple departments across the Centre:

- **New Hire Training** – Facilitation of New Hire Training classroom training for 10 departments across both the brands (3 and Vodafone)
- **New Hire Model Office** – Model Office or OJT Performance Management immediately after classroom training
- **Floor Projects** – Key part of multiple floor support projects to bring in improvement in struggling areas in the operational floor. EG – Transfer reduction

- **Centre Roll Outs** – Key part of multiple center based roll outs for new products and services. This involved analysis, design & development pre delivery along with working closely with the Change Team (here and Australia), the WFM team and all Impacted Operational Departments to ensure maximum coverage. EG – iPhone 4S launch, iPhone 6 and iPhone 6 Plus launch.
- **New Department Set Up** – Being an integral part of new department migrations from Australia to India. This included setting up the content and training modules from grassroots and modifying them by real time monitoring and analysis once the department goes live. EG – Online Exception Team and Delivery Queue.
- **Content Design and Development** – Managed Schedules, Trackers, Participant Guides, Process Modules, SOPs and other learning tools for all my 10 departments.
- **Standardized Content** – Managed end to end content creation of all the Leader Guides and Participant Guides for the entire training team. This also included getting them signed off by the Learning team in Australia without any challenges.
- **Department Projects** – Was a key member of multiple department based projects like Quarterly Awards and other re-creational events. I managed the main communication piece which required multiple mailers, teasers, creative concepts and finally the epilogues.

Initially started as a **Customer Service Advisor** on **7<sup>th</sup> November 2005** and moved up to **Lead Advisor**.

**Job Profile** – Worked with multiple departments as an Advisor starting with:

- **VAS** – An add on sales process
- **Tiger Migration** – Migrating Orange CDMA to 3
- **Verification** – Verification of all sales made by the sales team
- **Sales Support** – Support to the multiple stores in Australia.
- **Sales Support Escalation** – Part of their escalation and back office team managing store escalations and dealing with store and regional managers in Australia.
- Was also a part of their **Super Buddy team** managing new hires in their **OJT phase**. This included side by side coaching and performance management for New Hire Trainees.



**VCollect Global Services Ltd** later changed to **Quantum Global Services Ltd**.◆**Mumbai**  
Super Collector from **9<sup>th</sup> May 2005 – 30<sup>st</sup> October 2005**

**Job Profile** – Was with their third party credit card collection process managing collections and escalations. Along with that I was also an In House PRO who set and managed organization newsletter, events and the floor Incentive Program.



**Intelnet Global Services Ltd.** now known as **Serco**◆Mumbai

Senior Customer Service Executive from **5<sup>th</sup> April 2004 – 30<sup>th</sup> April 2005**

**Job Profile** – Was with **HouseHold Bank (HSBC)** in their **first party collection** process till Jan 28<sup>th</sup> 2005 and thereafter was transferred to their **customer service** process, due to the closing down of the collection process.



**MsorucE** now known as **MphasiS** ◆Pune

Customer Service Executive from **29<sup>th</sup> May 2003 – 31<sup>st</sup> March 2004**

**Job Profile** – Was with their **CitiBank** first party collection process known as **Sunshine**



**Indian Express**◆Pune

Part Time Sales Executive from **1<sup>st</sup> July 1999 – 30<sup>th</sup> September 1999**

**Job Profile** – Was part of their sales promotional project



## **HOBBY RELATED WORK EXPERIENCE**

**Ashoka Tandoori Nights**◆Pune

**Job Profile** – Manager In charge of a tandoori specialty restaurant located in Pune

**Events and Promotions**◆Pune

**Job Profile** – Promotions of various brands like Bru, Pepsi, and McDowell's.

**J B Martin, Mumba's no.1 Roast Master** ◆ Mumbai

**Job Profile** – Currently supporting in the family catering business especially during festivals like Thanks Giving Christmas, Carnival, Easter, Halloween, Etc.



## **SKILLS**

- ◆ Facilitation
- ◆ Coaching and Feedback
- ◆ Interpersonal Skills
- ◆ Client Servicing
- ◆ Customer Experience & Resolution

- ♦ Instructor Led Training
  - ♦ Hands on Training
  - ♦ Leadership
- ♦ Content Design and Development
- ♦ E-Learn/Online Learning & Management Systems
  - ♦ Employee Engagement
  - ♦ Team Management
- ♦ Organizational Development
  - ♦ Softs Skills and Grammar
  - ♦ Performance Management
  - ♦ Data Analysis and Trends
- ♦ On Time and Accurate Reporting
  - ♦ Strategic Communications
- ♦ Cross Functional Team Leadership
- ♦ Read, Write and Speak – English, Hindi & Marathi
- ♦ Can also understand and speak French & Gujarati



## **EDUCATION**

- ♦ March/April 2014 TYBCOM 67%
- ♦ March/April 2003 SYBCOM 56%
- ♦ March/April 2002 FYBCOM 56%
  - ♦ February 2001 HSC 73%
  - ♦ March 1999 SSC 69%
  - ♦ May 2001 SAT I 960
  - ♦ February 2004 CAT 54%
- ♦ Basic Computer course from NIIT
- ♦ Module 1&2 (C, C++ and Java) from Aptech

## **HOBBIES AND INTERESTS**

- ♦ Reading & writing
- ♦ Collecting Books
  - ♦ Art and Craft
  - ♦ Fishing
- ♦ Meet and Interact with people
  - ♦ Travelling
  - ♦ Baking



## **PERSONAL INFORMATION**

- ♦ Date of Birth – 14<sup>th</sup> Jan 1984
- ♦ Marital Status – Married

