**DILNAVAZ GHADIALI**

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**COMPETENCY FORTE**

* Content Development
* Behavioural Training
* Business Culture Training
* Complaint Handling and Resolution
* Customer Satisfaction Enhancement
* Employee Engagement and Development
* Sales Training
* Orientation and On-Boarding
* Professional Presentations
* Project Management
* Training Need Identification and Training Need Analysis
* Training Evaluation

**WORK EXPERIENCE**

**Organization : Hero Mindmine Institute Private Limited**

Period : May 2015 till date

Designation : Assistant Manager Content Development

Description : Liaise with clients across industries such as Healthcare, BFSI, Manufacturing, Education, Retail, Real Estate, Logistics, Telecom etc to design & develop solutions at multi levels to meet their training needs. As part of my role, my responsibilities include:

* + - * Key Account Management & Relationship Management
      * Training Need Identification & Validation
      * Content Design & Development for soft skills, sales and behavioural interventions across levels
      * Train The trainer
      * Measuring Success of Interventions
      * Assigning & reviewing team activities pertaining to content development
      * Monitoring quality & turnaround time for all content requirements
      * Liaison between functions, understand content requirements and facilitate stakeholder approvals, where required
      * Drive routine audits to monitor the content development
      * Initiate & drive communication & processes to increase customer satisfaction, engagement levels and cost reduction
      * A few clients I have worked closely with are Merck, Mahindra Insurance Brokers & Mahindra Finance, Shapoorji Pallonji, Ceat, Agility Logistics, Tata Power, Indian Oil Terminalling, Hypercity etc

**Organization : The Chopras Institute of Professional Education**

Period : July 2014 to March 2015

Designation : Freelance Content Developer

Description : Commissioned to develop end to end training material and content for Edexcel BTEC Level 3

Diploma in Counseling Skills

**Organization : Tech Mahindra Business Services**

Duration : 9.5 years

Period : 20/09/2004 to 07/07/14

Designation : Senior Executive Content Developer

Description : To ensure the implementation of structured content design and development process for the Learning and Development function to support effective training and Learning methodologies. Key contributions include:

* Follow the ADDIE model to analyse, design and develop content for New Hire Training (NHT), skill set mergers, in life training programs related to compliance, knowledge, skill and attitude
* Set measures of success for interventions using the Kirkpatrick Model
* Enhancing the NHT curriculum for the Customer Service and Collections areas through curriculum design and content development on an on-going basis
* Supported the creation of the Complaints Team through content development and training strategy
* Developed specific content for the new Knowledge Management System(KMS) and customised the same for over ten skill sets
* Designing and developing training strategy and content for skill set mergers to optimize deliverables for efficiency, customer experience and reducing headcount
* Inducting trainers and senior management to business changes and ensuring readiness
* Designed and developed content for roll out of new price-plans and add-ons annually
* Identifying learning and performance gaps on the operations floor and recommending training initiatives through analysis to support increased performance in critical business issues
* Assisted the Monitoring Team in formulating a Customer Experience score card that is aligned to the company’s brand values. Planned the delivery strategy and content for the roll out to all business areas
* Planning and conducting “Train the Trainer” workshops and certifying trainers for training delivery.
* Client and stakeholder management

Designation : Senior Trainer

Description : **Initiate, plan and run projects:**

* Lead Projects to reduce the number of repeat calls in the contact centre, increase productivity of advisors, increase external survey scores for advisors, increase performance of low performing advisors and supervisors, increase customer service skills on the floor, better objection handling skills for advisors, reduce training time keeping effectiveness intact and reduction in customer complaints

**Conduct Training sessions:**

* Conduct Competency, new hire and behavioural training programmes e.g.: New Hire training, Change Management(Behaviour), 3 Story (Culture), TLDP and Step up (Development), Prioritisation & Time management, Objective setting, Brand building, setting a vision and mission etc

**Training Metrics:**

* Create project plans for projects including multiple stakeholders
* Generate reports to compare performance and project coverage
* Prepare handover and feedback documents for each specific training intervention

**Training Need Analysis:**

* Understand requirements from the stakeholders
* Decide on key and critical parameters that need to be monitored to analyse training needs
* Determine the training/ coaching approach that needs to be followed

**Highlights:**

* **N-Gaged:** Objective: Increase resolution scores of the 5% bottom quartile in each skill set to match the floor level

**Achievement:** Increase in resolution scores from 5% baseline to 55%. Increase in motivation overall and better customer focus

* **I care training:** Objective: Increase advisor ownership and enhance decision making skills

**Achievement:** Increase in resolution scores from 65% to 80% over 4 months

* **3 experience:** Objective: Increase customer service skills for advisors and supervisors

**Achievement:** Increase in internal the quality scores by 10-18% and external survey scores by 5%

* **Complaint Handling Project:** Decrease number of customer service complaints

**Achievement:** Reduction in number of complaints by 10% in 3 months

**Organization : The Taj Group of Hotels**

Duration : 9 months

Period : 16/06/2003 to 22/03/2004

Designation : Trainee Assistant Chef

**Organization : Taj Lands’ End (Erstwhile The Regent)**

Duration : 5 months

Period : 07/05/2001 to 06/10/2001

Designation : Industrial Trainee

**TRAININGS ATTENDED**

* DiSC Certification program by Strengthscape in association with John Wiley & Sons Inc.
* Instructional Design Course: SM Solutions
* Accelerated Learning Workshop: Zoom Creates, UK
* Who Moved My Cheese: Dr Spencer Johnson
* Corporate Coach U: Coaching Clinic

**AWARDS**

Certificates of Appreciation:

* Complaints Management Project: Jan 2014
* Launching the in-house Knowledge Management System: July 2013
* Delivering successfully on the Support Tool project: November 2013
* Engagement Initiatives 2011
* Training Needs Identification 2009

Learning Team Awards:

* Keeping your Word Oct-Dec 2011
* Keeping your Word: Jan to March 2012
* Keeping your Word: April to June 2012

**EDUCATION**

* B.SC in Hospitality and Hotel Administration: IHM Mumbai (2000-2003)
* HSC: MMK College of Commerce and Economics, Maharashtra Board (1998)
* SSC: St. Josephs Convent, Maharashtra Board (1996)

**REFERENCES**

Available On Request