RESUME

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**Summary:**

* An engineer with 13+ years experience working for prestigious organizations and different industries including Retail banking, Investment banking, Telecom, Digital advertising and Quality assurance.
* Qualified training professional with **Diploma in Training and Development** and 10+ years experience in content development, training delivery, and training evaluation.
* Trainer with good communication, presentation, and facilitation skills.
* Training manager with great interpersonal and team handling skills, focused on offering an excellent training support to meet organizational goals.

**Experience:**

***Impactiva Quality Assurance (Dec 2015 – Jul 2016)***

Image result for impactiva logo

My assignment with Impactiva Quality Assurance as a Content Developer was to create customized content (technical, soft skills & leadership) for their business units.

Impactiva is the world's leading quality assurance company in leather, footwear and apparel industry. Their service offerings include three key areas (Quality assurance/Quality control, Quality management systems and Process optimization).

**Key achievements:**

* Developed/maintained content for learning program consisting of:
  + Technical courses for business units (material, footwear, apparel)
  + Soft skills courses (business communication, coaching/mentoring, change management, cultural transformation, managing diversity, etc.)
* Created content outlines, participant materials, PowerPoint presentations, group discussions, case studies, role plays, activities, facilitator guides etc. for learning programs.
* Conducted TTT (Train-the-Trainer) sessions to ensure standard program delivery across regions.
* Liaised with functional managers/leaders, subject matter experts (SME) and learning leader to identify training gaps for improvement of existing courses and new course design/development on a periodic basis.

***ReachLocal Services India Pvt Ltd (April 2012 – Oct 2015)***

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My assignment with ReachLocal Services Pvt. Ltd.as a Training Manager was to lead entire training function and manage a dedicated training team.

ReachLocal India supports campaign creation and campaign life-cycle management for all Search, Display, and other online advertising products.

**Key achievements:**

* Successfully launched training function.
* Created structured induction program to induce new joiners into ReachLocal culture.
* Successfully delivered training programs to **250+ employees** in 3+ years.
* Designed and implemented curriculum based structured on-boarding for operations ensuring trained, skilled and certified employees are driving performance to support organizational objectives.
* Identified and analyzed training needs to bridge the gap and created highly engaging and immersive content for employees using experiential/simulation exercises.
* Ensured all training delivery’s as per the calendar and set schedule.
* Reduced training time by 50% by efficient use of technology and blended learning approach.
* Demonstrated great management skills by successfully leading a highly effective and efficient training team of certified trainers and subject matter experts.
* Acted as a change agent and custodian for training and development activities and always pleased stakeholders by delivering on time.
* Created an online training portal on Google site for employees to promote self-learning, collaborate and share comments.
* Managed training budgets for the department
* Awarded with “Global All - Star Award” for creativity and innovation in November 2013.

***Nomura Services India Pvt Ltd (March 2011 – March 2012)***

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Worked with Nomura Services India Pvt Ltd for a year as Senior Analyst.

**Project handled:** Creating, managing, and maintaining training content on the company’s only knowledge platform Nomura Edge.

Nomura Edge is a web-based, collaborative, knowledge sharing platform designed for all Nomura employees. Users can also read, add, modify and delete the content.

**Job role:**

The role required me to follow a consultative approach interviewing senior stakeholders across divisions and create accurate training content for all financial products, internal processes, and information flow across divisions.

* Assess existing knowledge levels on products. Identify and prioritize training gaps, create a table of content to cover the gap, and define success.
* Create crisp learning content mapped to business and processes & timely evaluation

***HSBC Operations & Processing Enterprise India Pvt Ltd (Oct 2007 – Dec 2010)***



Worked with HSBC Operations & Processing Enterprise India Pvt Ltd for over 3 years as a Senior Officer – HR Learning and Development

**Job role*:***

* Facilitation of training programs
* New joiner Induction.
* Behavioral programs including conflict and time management, assertive skills, etc.
* Performance management workshops for team leaders and managers. (Co-conducted).
* Customized team building & leaderships workshops at offsite and onsite locations.
* Compliance related training like anti- money laundering, clean desk policy etc.
* Systems & process training (during Project Launches).
* Plan, design, develop and modify customized content.
* Identify & analyze training needs (TNI & TNA).
* Monitor and measure learning progress to determine ROI and further assess training needs.

**Projects Handled:**

*OHGS:*

* Designed customized training presentation for new credit originations system AAPS4 launched in October 2009 under One HSBC umbrella.
* Successfully completed training and refreshers, providing full hands-on practice to employees on AAPS4 system well in advance before launch.

**Awards & Certificates in HSBC**

* Received “Certificate of Recognition” and “Star Performer of the Month” award in October 2009 for contributing in successful launch of AAPS4 in Centralized Retail Asset Unit.

***Primera Communications Pvt Ltd – Project Vodafone (June 2002 – June 2007)***

Worked with Primera Communications Private Ltd Mumbai, later named as Primera Groups for 5 years. Primera Groups is a company completely involved in designing sales strategies and running marketing campaigns for their clients **(Vodafone - earlier Orange/Hutch)**

Over 5 years experience handling sales and marketing campaign for **Vodafone (Corporate Sim Cards & Services)**

* Managed team of 20/25 people for 2 years procuring business
* Handled training in the organization which involved
  + Induction training for the new joiners
  + Product training
  + Training on selling skills, personality development, values at work, importance of time management, unconditional commitment towards work, building self-confidence, positive attitude, importance of working with goals etc.

*Academics: (June 1998 till date)*

* Completed B.E. Electrical Engineering in Year 2002 from Visvesvaraya Institute of Technology Nagpur with Honors (77%)
* Completed Diploma in Training & Development in 2013 from ISTD (Indian Society of Training & Development) (72%)
* Currently pursuing Post Graduate Diploma in Instructional Design (PGDID) from Symbiosis Centre for Distance Learning

**Strengths:**

* Hardworking, positive attitude, excellent communication & presentation skills, great interpersonal skills, good people management skills.

**Hobbies:**

* Reading, solving quiz, puzzle, interacting and socializing with people across industries.

**Personal Details:**

Date of Birth: 19th August 1980

Marital Status: Married

**References:**

Available on request