**Resume**

**Suraiya Rehman**

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**JOB OBJECTIVE**

To pursue a career in Human Resources & Training and Development by building my experience and proficiency in an Organization, this can offer growth through challenging and responsible positions to fulfill the requirements of individual as well as the Organization.

**EMPLOYMENT DETAILS**

Citagus Software Pvt. Ltd., Bangalore – **3.5 + Years**of experience as Training Coordinator

Accenture, Bangalore - **3 years** of experience as Process Associate

**Dec’10 – Till date Citagus Software Pvt. Ltd., Bangalore Training Coordinator**

**Nov’06 - Nov’09 Accenture, BangaloreProcess Associate**

**PROFILE SUMMARY**

Training & Development Administration Vendor Management

Induction Liaison & Coordination SLA Management

* Proven skills in designing & conducting customized training programs geared towards optimizing knowledge & operational efficiencies of client organizations.
* Expertise in managing new hire trainings and continuous improvement programs.
* Delivered training, designed modules, led teams of trainers and directed enterprise initiatives.
* Proven track record of significant improvements in learning processes, productivity, quality and efficiency improvement while reducing costs, lowering turnover & maintaining a positive work environment.
* Strategic thinker & decision-maker; deft in continually monitoring ways for improvement of organizational & individual development.
* An effective communicator with goodnegotiation, time management and decision making skills.

**Key Result Areas:**

* Planning and organizing the learning program for new joiners.
* Delivering the learning service offering for the Business Unit.
* Identifying training needs and designing plans/ training calendar.
* Coordinating with the Subject Matter Expertise (SME) for existing and new training programs.
* Responsible for rolling out Technical, Adhoc & Professional Development Programs.
* Supporting BU Leader to enhance the skill of lateral associate through T & D and deploy them into new project.
* Creating promotion mailer and spreading the trainings needs.
* Gathering vendor details and find out the best vendor for technical and non-technical trainings
* Acting as Single Point of Contact for all queries on soft skill training, venues&technical trainings.
* Administering all learning activities in classroom and virtual mode in the prescribed locations.
* Tracking nomination, pre-course & post-course activities for all programs.
* Working with Networking & Systems for technical support.
* Monitoring & updatingattendance of the participants for all training programs.
* Providing training rooms in appropriate way to the BUs requirement.
* Exploring good infrastructure providers and negotiating with them for Software’s, infrastructure, materials, and accommodation arrangements.

**Recruitment:**

* Identifying profiles from the job portals according to the skill set.
* Assisting Interview Panel Team to schedule the interview if required
* Handling shortlisted candidates for the respective documents & coordinating with internal HR team to initiate the offer process, new joiner formalities, etc.
* Publishing monthly reports to Supervisory Teams.
* Generating HR & TD monthly review deck, Headcount, Joiners, Leavers Report, Quarterly Attrition Analysis report and Projection Reports.
* Creating flyers about HR, TD activities to the floor.

**Highlights:**

* Received Best Performance Award for Q2 2012 for coordinating more trainings than average.
* Conducted Induction training for 150 plus employees till date.
* Received Best Performance Award for Q1 2013 for coordinating more trainings than average.
* Bagged many appreciation mails from Project & Reporting Managers excellent work.

**CORE COMPETENCIES**

* Preparing the training program calendar, making design document.

Designing content and rolling out of all behavioral training across the region.

Identifying external trainers and coordinating for organizing in house training programs.

* Developing modules & customizing training programs based on the need analysis.
* Conducting meetings for evaluating training needs and designing or streamlining processes to ensure smooth functioning of business.
* Possesses in-depth knowledge of product training / process training / coaching / behavioral training.

Identifying potential areas for grooming employees through assessments to develop appropriate modules.

* Furnishing and submitting periodical reports for monitoring business performance, sustaining effective internal communication and ensuring timely collections are received internal customers.

**EDUCATION**

2005 B.Com. From Gogte College of Commerce Belgaum, Dharwad University

2002 XII from Dharwad University/Gogte College of Commerce, Belgaum

**ITSKILLS**

* Well versed with MS Office and Internet Applications

**PERSONAL DETAILS**

Date of Birth: 7thApril, 1984

Languages Known: English, Hindi and Kannada

Contact Address: 823, 3rd Block, 1st Stage, Near BDA Complex, Tuscan Spring Apartments S2, 2nd Floor HBR Layout, Bangalore- 560043

Gender: Female

Marital Status: Single