**Skill Set**  
  
**Primary Skills**         HTML, Hardcore Desktop Troubleshooting (XP, Vista, Win 7).

**Secondary Skills**     Interactive Training and Sales skills, Team work and Target Oriented.

**Technology Worked On**

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| --- | --- | --- |
| Hardware | Software | Tools |
| XP,VISTA and WIN 07 | MS OFFICE ,C,C++,FOXPRO and HTML | Remote Control Tool, various kind of troubleshooting tool. |

**Qualification**

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| --- | --- | --- | --- | --- |
| Degree | Month of Passing | Year of Passing | Institute/ University | Major / Specialization |
| MBA | Pursuing | 2013 | SMU | HR |
| B.com | April | 2012 | DU | Accounting |

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| --- | --- |
| Company |  |
| Department |  |
| Description | Job involves classroom training for NHT, Cross skilling, refreshers (TNI & TNA), monitoring the weak learner, preparing PKT for entire floor, prepare a coaching plan, route training along with the invigilation whether trainees are performing on the floors according to the quality parameters or not, Interaction with client to involve the new training toll, modification in the training content, calibration cases on monthly basics to indentify the training requirement, maintaining NHT throughput & attrition and Certified trainee based on their performance and written assessment scores. Conducting induction for new joinees to make them aware about the policies and guideless, involve in monthly audit to ensure no gaps at training perspective, monthly business review MBR with Ops and training management. |
| Role |  |
| Duration | Since July, 2013 |
| Responsibility | * Classroom Training with volume of 10-20 associates. * Route Training i.e. On Job Training and Evaluation. * Telephonic training over the call to the regional department. * Final Evaluation and Score Cards * Participation in a monthly audit done by client and serco and ensure no gaps during internal and external audit. * Download new updates to the all the regional location within the TAT to avoid any discrepancy * Conducting Induction and helping new joinnes to know more about the organization. * Co-ordinate with the regional branches in India. * Helping citi concurrent audit team to find out the area of opportunity |

|  |  |
| --- | --- |
| Company |  |
| Department |  |
| Description | Job involves classroom training, Since the process was a US Process. Educate them on US Culture, checks their skill and based on their skills move them in the respective department, Preparing Assessment papers and SOP and ITP on quarterly basics, conducting monthly test on monthly basics and share the results with clients and associates. Refresher session on as per the new updates. |
| Role |  |
| Duration |  |
| Responsibility | * Classroom Training with volume of 15-20 associates. * Trained New Hired Training (NHT) hired by management & Cross trained them for Up skilling * ID creation for the new joinees ( Lan Id creation& all the software id) * Conducting OJT once they through with the class room training. * Conducting and preparing New assessments for the training batches * Sharing feedback with all the trainees * Discovering new training material * Focusing more on slow learner & Prepare new coaching plan as per their understanding and requirement. * Presentation on monthly basis in front of the management and lead department to ensure that everything is on track. * Certified TTT trainer (Train The Trainer). * Participating in calibration call and interact with clients on weekly basics. * Telephonic training over the call to the regional department. * Final Evaluation and Score Cards. |