



CONTACT

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📍 Hitech city, Hyderabad, TS

TOTAL EXPERIENCE

6 Years

Relevant Experience

4 Years

SKILLS

- Project Management
- TNA/TNI
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- MS Office Suit
- Develop Training Materials
- Conduct Training Sessions
- Evaluate Training Effectiveness
- Identify Training Needs
- Maintain Records
- Give Constructive Feedbacks

PRANAY JAISWAL

SUPPORT TEAM LEAD TRAINER

Experienced Support Team Lead Trainer with over 6 years in the industry, including 4 years of specialized expertise in training and development. Proven ability to design and implement comprehensive training programs, assess training needs, and evaluate training effectiveness. Skilled in project management, leadership, and effective communication, with a strong track record of collaborating with cross-functional teams to enhance performance and productivity.

PROFESSIONAL SUMMARY

- Expertise in training needs analysis, content design, and curriculum development for new hires and existing employees.
- Strong presentation, communication, and interpersonal skills.
- Proficient in using LMS, content authoring tools, and eLearning tools.
- Adept at developing and implementing assessment strategies to measure training effectiveness.
- Strong problem-solving and analytical skills.
- Ability to monitor and evaluate trainee performance, providing feedback and coaching.
- Effective collaboration with training teams and subject matter experts to ensure up-to-date and effective training content.
- Familiarity with various training delivery methods, including classroom training, virtual training, and eLearning.
- Ability to handle multiple tasks simultaneously and manage time effectively.
- Experience working with stakeholders to identify target audience, training needs, and ensure timely training delivery.
- Management of trainer teams, including scheduling, development, and productivity.
- Coordination and planning of various trainings, such as new hire, cross-training, refreshers, onboarding, upskill, and launch trainings.
- - Identification of site-specific knowledge gaps through observations, focus groups, quality checks, and data analysis, proposing specific training topics based on findings.
- Monitoring, tracking, and reporting on training completion and success metrics.
- Conducting daily huddles and newsletters/EMR daily knowledge checks.
- Analysing escalations to find root causes and provide targeted coaching/training.
- Leading new initiatives or projects (approximately two per quarter).
- Ensuring team well-being and advocating for team members.

WORK EXPERIENCE

QUALITIES

- Team Player
- Ownership
- Self-Motivating
- Project Management
- Flexibility
- Complex Problem Solving
- Time Management

EDUCATION

- B. Tech/B.E. in Computer Science & Engineering 2015 - 2018
- Diploma in Information Technology 2011 - 2015
- SSC (X) 2011

LANGUAGES

- English (Fluent)
- Hindi (Fluent)

SOCIAL

 LinkedIn
www.linkedin.com/in/pranay-rakesh-jaiswal-4474952a7

 GitHub:
<https://github.com/jaispran>

WebPT India Private Limited

Support Team Lead Trainer

April 2024 - Present

- Work with stakeholders to identify target audience, training needs and ensure training delivery against required training timelines.
- Manage a team of trainers, including their schedule, development and productivity.
- Coordinate and plan trainings such as new hire, cross-training, refreshers, onboarding, upskill, launch trainings and any other types of trainings.
- Identify site-specific knowledge gaps through observations, focus groups, quality checks, and data analysis and propose specific training topics based on findings.
- Monitor, track and report on training completion and success metrics.
- Conduct daily huddles and newsletters/EMR daily knowledge checks.
- Analyse escalations to find root causes and provide targeted coaching/training.
- Identify training needs for the team and bridge knowledge gaps.
- Lead new initiatives or projects (approximately two per quarter).
- Ensure team well-being and advocate for team members.

Trainer + Quality Analyst

May 2023 - April 2024

- Delivered technical support training programs to employees and new hires.
- Developed training materials including presentations, manuals, and handouts.
- Planned and organized training sessions, including scheduling and coordination.
- Conducted needs assessments to identify knowledge gaps and designed appropriate training programs.
- Evaluated training effectiveness through assessments, surveys, and feedback.
- Provided coaching and mentorship to new technical support staff.

Amazon Development Center HYD

Trainer

March 2022 - April 2023

- Delivered technical support training and created training materials.
- Planned training sessions, assessed training needs, and designed effective programs.
- Evaluated training success and stayed updated on industry trends.
- Collaborated with support teams and provided coaching to new staff.

Interim Trainer

June 2021 - March 2022

- Designed and delivered training programs for Email, Chat, and Voice communication techniques.
- Conducted training sessions, evaluated effectiveness, and maintained records.

SDS Associate

September 2018 - June 2021

- Removed exceptions to optimize delivery experiences for flex drivers.
- Worked under strict deadlines and developed creative solutions for system development.

PROJECTS/INITIATIVES

- **QA Automation (WebPT) - Status: COMPLETED**

In our Training and QA team, audits and feedback were manually conducted and shared, which was inefficient. I developed a system to streamline data input for audits, including case details and feedback. This automation improved efficiency and accuracy, saving time and reducing errors, thereby enhancing our team's productivity and the quality of our QA effort

- **Soft-skills Course (WebPT) - Status: COMPLETED**

Our team lacked a dedicated training session for developing soft skills. I created an interactive soft skills training session with various activities. This course elevated our team's customer service skills, improved customer satisfaction as reflected in higher CSAT scores, and provided more growth opportunities for team members.

- **Updates Tracker/Website (WebPT) - Status: COMPLETED**

Our team lacked a streamlined process for sharing and documenting updates, relying on manual Slack channel sharing. Developed the Update Tracker project to centralize and automate the update-sharing process. This project significantly improved workflow efficiency, communication, and documentation accuracy, enhancing our team's productivity and collaboration.

- **Attendance Tracking System (WebPT) - Status: COMPLETED**

Efficient attendance monitoring and leave management was needed for better resource allocation. Created a system for team leaders to mark daily attendance. The sheet automatically calculates: Days present, Types of leaves (planned, unplanned, half-days, site-offs), Monthly shrinkage. This system significantly reduces the administrative burden of attendance and leave management. Automating calculations and categorizing leave types enables accurate tracking and reporting, leading to better resource allocation and improved productivity.

- **Knowledge Check (WebPT) - Status: COMPLETED**

Our Slack workspace has a designated channel for daily questions. A new question is posted daily to encourage team members to engage and test their knowledge. This initiative fosters a culture of continuous learning and knowledge sharing, challenging team members to stay informed and collectively enhance their expertise.

- **Comprehensive Training for Bottom Performers (WebPT) - Status: COMPLETED**

Within the team, some agents have been identified as bottom performers needing additional support. Started a weekly training and shadowing program on May 17, 2024, focusing on one bottom performer each week to improve performance. These sessions focus on improving workflow efficiency, communication skills, and problem-solving abilities. The goal is to elevate their performance through tailored support and guidance. This investment in struggling team members aims to enhance their individual performance and contribute to the team's overall success, ensuring everyone reaches their full potential.

- **Service Area Dashboard (Amazon)**

Developed a web-based dashboard to track delivery partner service areas in the US.

Declaration: I hereby declare that all the information provided in this CV is accurate and true to the best of my knowledge.

Date:

Signature

Place:

Pranay Jaiswal