

RADHIKA MAIRA

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Professional Summary

Professional Training & Project Management Specialist with 21 years of experience adept at planning, working with teams to accomplish short-long-term project goals; expertise in organizing project operations, financial planning; budgets; resource management and analytical approach to operations for continuous process improvement.

Training Professional with extensive leadership experience; effective at leading courses on diverse topics; well-versed in selecting trainers, team development, process & productivity improvements, performance management; curriculum design; develop successful training plans that meet dynamic company and employee needs.

Skills

Training Programs, Train the Trainer, Facilitation Skills & Content Management

Coaching and Development

Leadership & Communication Skills

Proposal & Corporate Social Responsibility Projects

Presentations and Demonstrations

Team Management

Project Management, Planning, Performance, Process Improvement & Implementation

Financial Planning, Estimation, Forecasting & Reporting

Reports & Documentation

Client/Donor Engagement, Relationships & Rapport Building

Monitoring & Evaluation

Work History

Training Coordinator & Project Management

Self Employed Women's Association (SEWA) : June 2013 – Current

- Overseeing and monitoring the ongoing activities of Central & Decentralized teams for SEWA Manager Ni School (training arm of SEWA); Process Streamlining of the training function for sustainability; Training Needs assessments to identify gaps in performance and develop targeted learning solutions; developed & designed offline/E-learning training manuals; presentations & resources for enhanced learning; facilitated virtual, in-person & blended learning sessions; analysed / evaluated training effectiveness & program outcomes; developed & executed strategies to improve training program performance; created and maintained detailed training records & reports for review; designing & development of MIS software; designing the Monitoring & evaluation indicators; development & designing of E-learning website and revamp the Training Website.
- Designed, developed, planned and conducted Behavioural Skills, Personality Development, Facilitation Skills, Retail Management, Managerial, Business Planning, Project Management, Micro Enterprise Development Training programs for 150 core teams, 500 master trainers and 150 micro entrepreneurs (from Gujarat, North East India, Kashmir, Rajasthan, Bihar, Leh-Ladakh, Maharashtra, Madhya Pradesh, Bhutan, Nepal, Maldives, Afghanistan, Sri Lanka, Australia, Pakistan, Uzbekistan, Tanzania, Tahiti, Canada, Ethiopia and Kenya); established & maintained quality control standards; budget control & reviewing training expenses.
- Promotional activities; branding & marketing of SEWA related activities; Marketing and Linkages with Organizations & Foundations for CSR funds; coordination with Donors; budgeting & proposal submissions for CSR funds.
- Monitored and evaluated effectiveness of sustainability programs supporting the Sustainable Developmental Goals; long and short-term project planning; strategizing for on-time, high-quality deliverables; detailed

timelines; prioritized schedules to meet project goals; directing & maintaining continuous operations; monthly review/analysis of budget; regular updation to the management/donors on project budget & status of project activities; modified budgets; estimates/future financial planning/forecast; monitored project progress, identified risks and took corrective action as needed; tracked key performance indicators to measure success of programs; monitored and tracked progress of projects using Gantt charts and project management action plans/report formats; impact assessments; documentation and strengthening relationships with donors/institutes and organizations.

- Managed successful day-to-day operations of projects by maximizing productivity from available resources for World Banks Projects (North East Rural Livelihood Program and Digital Financial Literacy) and CSR Projects (Walmart India, GAP INC, Rockefeller Foundation, Global Fairness Initiative, Government of Canada, Coady International Institute, U.S. Embassy, Sasakawa Peace Foundation, International Finance Corporation, Primark, Sattva, Ernest & Young, Tata Foundation, Head Held High, Trickle Up, UNDP, JICA, IMAGO, Bajaj Foundation, FICCI, Maruti Suzuki, IMAGO, Indian Collective Action, International Institute for Environment & Development, Innovative Change Collaborative Services Private Limited and SEWA Social Enterprises).
- Worked with vendors to customize courseware to accommodate business needs; established & managed relationships with external data providers and research vendors; gained extensive knowledge in data entry, analysis and reporting.

Consultant - Knowledge Management

UNICEF : September 2012 to November 2012

- Organized visits to Academic Institutions and think tank/knowledge data workshops to gather data and generated reports detailing findings and recommendations.

Training Head

Vodafone West Limited : December 2010 to July 2012

- Handling training function with a team strength of 8 trainers and Team Development; including planned audits for the Customer Service teams; evaluated success of training programs & recommended improvements to management to enhance effectiveness; collaborated with other departments to align training programs with organizational goals & objectives and reviewed & edited all training materials for accuracy.

Manager Training

Videocon Telecommunications Limited : December 2009 to December 2010

- Handling training operations for Gujarat, MP & Chhattisgarh circles with team strength of 2 trainers and Team Development & Trainer Audits; BPO trainings; Retail Trainings; Agency Trainings; Internal Employees, Refresher Training; Training Need Identification; Performance of agents; New Launches; Train the Trainer; Facilitation Skills; Content Designing; SOP's; Process Reengineering; Training Reports; Training Calendars; Performance Reports; Budget Control and MIS and Employee Engagements.

Assistant Manager

Aegis BPO Services Limited : May 2007 to December 2009

- Handling the training team with a strength of 8 trainers and 500 agents inclusive of recruitment; New Hire Induction Trainings; Training Need Analysis; Process Redesigning & Implementation; Refresher Trainings; Certification; Team Management & Development; Trainer Audits; Updation of Training Content; Client Relationship & reporting; exercised leadership capabilities by successfully motivating and inspiring others to be groomed for the next level; proven ability to learn quickly & adapt to new situations; new concepts; gained extensive knowledge in data entry, analysis and reporting.

Lead Trainer

Tata Teleservices Limited : June 2002 to May 2007

- Lead Trainer handling end-to-end training needs of the **Sales** and **Customer care** employees; imparting training; designing and executing **soft skills training** sessions; **customer care intelligence tests**; Re-certification and up-scaling of Tata Business Franchisee Customer Service Representative and updating & **redesigning** of training material and call center management handling back end operations.

Senior Executive – Customer Relations

Anil Products Limited : September 2001 to June 2002

- Head of the Customer Care Department handling customers; cultivating positive relationships with retailers, suppliers & end users; strong analytical & problem-solving skills to resolve problems; improve operations; optimized customer experience by delivering superior services, exceptional services; effectively troubleshooting issues and Process documentation manuals.

Assistant Manager

T.V. RAO Learning Systems Private Limited : June 2001 to August 2001

- Development of CD's; Workbooks on Performance Management, 360 Degree Feedback; workshops & conference on 360 Degree Feedback and Performance Management and Business Development.

Academic Qualifications

- Master of Business Administration from Swinburne University of Technology – Australia (2001)
- Master of Arts (Specialization in Industrial Psychology from Gujarat University (1999)
- Bachelor of Arts (Specialization in Psychology) from St. Xavier's College (1997)

Accomplishments

- Star of the month for team handling & Best circle award (Vodafone); Star Trainer Award, Town Hall Recognition as Star Performer, Certificate of Achievement for the Aegis ACE Silver Program (Aegis BPO Services Limited); Certified on the 2 levels of L&D Modules (Team work, Team Building, Stress Management, Personality Development and Self Grooming) (Aegis BPO Services Limited).
- HNI Certificate of Appreciation as Gujarat circle was No.1 in the FC scores, Spot Light and Town Hall Recognition (Tata Teleservices Limited) and Business Excellence Champion Certificate by TQMS during 2005-2006 and certified as Internal Assessor for Tata Teleservices Limited.

Certifications

- Certificate by International Labour Organization for Training on Start and Improve your Business.
- Certificate by Academy of Women Entrepreneurs in Financing your Dream.
- Certificate by Coady International Institute, St. Francis Xavier University, Canada for Training on Adult Education and Learning for Community Development & Future of Work and Workers.
- Certified as a Master Trainer by Retailers Association's Skill Council of India.