**­ROHAN SINGH**

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**Objective:-**

I firmly believe in the principle of implementing my duties with dedication and determination. I would like to take up a job, which gives me a challenging assignment, good career growth opportunities, stability and maximum utilization of my true potential and talent.

**Work Experience:-**

1. **Manpower Group Services India pvt ltd , Gurgaon – Senior Executive**

**Company** – Samsung India Electronics Pvt ltd, 03/2022 – Present

**Role –** Content Development (AEM Author & Publisher)

**Key Responsibilities:**

* Working experience on implementation of Components and Workflows in Adobe AEM platform
* Run A/B testing to analyze which one performed better
* Generate new content, or edit existing content, on a page
* Use predefined templates to create new content pages
* Create, edit, and manage your assets and collections
* Create, edit, and manage your publications
* Develop your campaigns and the related resources
* Move, copy, or delete content pages, assets, and so on
* Publish (or unpublish) pages, assets, and so on
* workflows that control how changes are managed; for example, enforcing a review before publication
* Create & edit assets for adding it on website. For ex. Create GIF files, Video editing, Logos & graphics
* Create the help contents (Samsung Products related FAQs) or static pages for uploading on Samsung.com (Create 2000+ contents till now)
* SEO knowledge to enhance the visibility of the contents on search engines and drive more traffic to the website
* Project management skills to manage multiple content projects simultaneously, ensuring each is completed on time and meets quality standards
* Understanding of web analytics to measure the success of content in terms of engagement, reach, and conversion, and to inform future content strategies

**Certification:-**

* OSM (Online Service Manager) Super Advanced Certification – Publishing the Samsung.com support pages (<https://www.samsung.com/in/support/>)

# Technical Skills:-

* Experience in Content Management Systems and experience working with Adobe Marketing Cloud tools including Experience Manager
* Designed the product related images using Adobe Photoshop
* Excellent knowledge of HTML, CSS & JavaScript
* Good working knowledge of productivity tools such as MS Office Applications
* UX/UI Design/Responsive design

1. **Tech Mahindra Limited, Noida – Senior Product Trainer**

Process – JioMart, 07/2021 – 02/2022

**Key Responsibilities:**

* Handling the team of 5 Trainers
* Prepare the MBR slides along with the coverage reports & projects efficacy
* Coordinate with clients for Process and Product related suggestions shared to plug the area of opportunities
* Prepare training modules for TNI training, and prepare the test papers for associates and for supervisors as well to understand their product and process knowledge
* Lead learning enhancement sessions to improve process knowledge and people skills for workplace success and advancement
* Develop and manage to track and report progress on training progress
* Train agents on product and process through WEBEX (WFH Process), when there are NHT batches.
* Conduct the briefings, do the test calls, and prepare action plans to curb the opportunities then conduct the refresher session accordingly
* Key performance metrics related to training
* Production hours are to be given weekly in the absence of NH training
* Attend the Call Calibration and Call listening session with Ops. and Quality Team on a daily basis

1. **I Energizer, Noida – Senior Product Trainer**

Process – Samsung, 02/2014 – 07/2021

**Key Responsibilities:**

* Prepared the training calendar for New Product Training, and TNI as well
* Created and Update the training modules, also sent the requisition for New Products as per the process requirement
* New Product enhancement suggestions shared with Tech Support Team
* Tech Support Customer’s VOC highlighted with Tech Support team in real-time to get the quick solution
* Monthly suggestions related to modifying or additional troubleshooting steps shared with the client to update it in Portal
* Demonstrating innovation in training by carrying floor requirements into classroom training
* Coordinates all assigned projects, ensure projects are completed by target deadlines, and provides project status updates to management.
* Train agents on product and process, when there are NHT batches.
* Work closely with Ops and Quality team to design action plans to plug areas of opportunity
* Responsible for defined training conversion
* Consistent alignment with operations by auditing calls, emails, chats, understanding needs, conducting refreshers
* Key performance metrics related to training
* Production hours are to be given weekly in the absence of NH training
* Present the monthly review for my LOB
* Attend the Call Calibration and Call listening session with Ops. and Quality Team biweekly

# Professional Qualifications:-

B.Tech from Mangalyatan University Aligarh

# Educational Qualification:-

* Secondary Education from C.B.S.E. Board
* Higher Secondary Education from C.B.S.E. Board

**Personal Details:-**

Father‘s Name : Mr. Vijendra Singh

Data of Birth : 29 October 1989

Permanent Address : Jalesar Road Vinoba Nagar Sadabad, Hathras

Nationality : Indian

Interests and Hobbies  **:** Internet Surfing, Watch Hollywood Movies

**Declaration:-**

I hereby declare that all the statement made above is true to the best of my knowledge & belief.

Place: Noida

Date: (Rohan Singh)