

JIBANJYOTI DEKA

CICTT certified Trainer with over 8 years of experience in training, customer care, session delivery and management, employee orientation and coaching.

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PROFESSIONAL ATTRIBUTES

- Key Account Management
- Consumer Behavior
- Customer Relationship Management
- People Management

PLATFORMS/TOOLS WORKED ON

- WebEx
- Skype for Business
- Learning Management System (LMS)
- Adobe Connect
- Learning Delivery Logistics –SABA
- Microsoft Teams
- SuccessFactors

ACADEMIC CREDENTIALS

- **EMBA in Human Resource Management**
Assam Down Town University (2014)
- **Bachelor of Arts**
Gauhati University (2011)
- **Higher Secondary**
B. Borooah College (2008)
- **High School Leaving Certificate Exam**
Cotton Collegiate Govt. H.S. School (2006)

KEY ACHIEVEMENTS

- Bravo Award FY19 Q2 – **Tech Mahindra** for Effective BQ Management
- Going Beyond the Stars Award FY18-**Accenture** for maintaining error free records


PROJECTS UNDERTAKEN

- Facilitated **Proficiency in English** for Korean students enrolled at **Oakridge International School, Vizag**
- Conducted **Campus Recruitment Training** at **Badruka, Hyderabad**
- Coordinated **English Language Lab** at **KGVK, Ranchi**

LANGUAGES KNOWN

English  Hindi 
Assamese  Bengali 

INTEREST

 Baking  Music  Versification

CAREER SCAN

ANALYST – LEARNING HR SYSTEMS

Tata Consultancy Services (10-02-2021 to present)

- Administering learning courses/sessions, managing enrollment, tracking completions.
- Monitoring HR systems including interfaces/ data flow in and out and issues that arise from that
- Providing support with resolution of escalated tickets, acts as liaison to IT Services leads to ensure issues are resolved in timely manner.
- Assisting new product and service introduction activities including ongoing product support and maintenance.
- Identifying opportunities for business process improvements, as well as proposing options for those improvements and coordinating with Design & Deployment team to facilitate implementation if required.
- Maintaining accurate and thorough client support records.

COMMUNICATION COACH

Tech Mahindra Ltd. (22-01-2019 to 03-02-2021)

- Developing action plans and evaluating the opportunity areas.
- Analysing Audit data, Compliance, Communication & Process related data.
- Coaching & Feedback to enhance agent performance.
- Conducting Weekly Call Calibration with the Stake Holders.
- Monitoring calls on Communication, Soft Skills & Compliance Parameter.

BUSINESS DELIVERY ASSOCIATE (L&D)

Accenture Solutions Pvt. Ltd. (30-05-2016 to 18-01-2019)

- Coordinating the delivery of virtual training for a defined set of courses / programs.
- Ensuring on-going compliance with regulatory requirements for business units/ sub units.
- Managing overall session communications (Requests, Roster etc.).
- Creating and setting up Virtual training sessions.
- Allocating credits for learners in compliance to data validation from WebEx & Adobe Connect.

PROCESS TRAINER

Minacs Ltd. (10-09-2014 to 15-05-2015)

- Conducting customer service training for new recruits and recurrent training for employees in the areas of customer orientation, new products, processes, systems, tools used.
- Structuring of training manuals, modules, curriculum courses and other SOPs.
- Evaluating essential job training needs for service associates and delivering effective programs to support the requirements.

CONSULTANT TRAINER

CfBT Education Resource Management Pvt. Ltd. (26-10-2011 to 15-02- 2013)

- Defining training strategies and goals.
- Conducting Training Need Analysis (TNA)
- Administering evaluation process and developing content for a variety of training programs.
- Defining Communication Skills and Soft Skills modules through interactive presentations.

SPOKEN ENGLISH TRAINER

Orion Calltech (28-12-2009 to 25-10-2011)

- Counselling and assessment of students to define the most suitable module for them.
- Managing classes for Communication Skills Training modules.
- Preparation and coordination for seminars.
- Voice and Accent training supported with training on Customer Handling Tactics.