

# Mohit Singh

## State Training Head

**Strategic Leader** with rich experience in **Learning & Development and Talent Development** to harness operational objectives to deliver results



mohit.si1485@gmail.com



+91-9899991112



### Profile Summary

- **Forward-focused Training & Development Specialist**, with **nearly 14 years** of rich experience in **Training & Development**
- Expertise in **providing Training Solutions in-line with business, & growth objectives**; skilled in planning and organizing day-to-day research activities and resolving procedural problems for completion of research by aligning programs / interventions with business objectives
- Successfully **conceptualised & implemented training programs** and assisted employees in developing their careers
- **Excels in creating a learning professional environment**, including designing training programs & materials, evaluating employee performance, assessing company training needs and addressing training issues
- Expertise in **Content Creation, Conducting Leadership Workshops, Train the Trainer Programs, Training Calendar Preparation, Budget Creation & Capability Enhancement Programs**
- Proven success in **driving strategic initiatives to realize bottom line results & enhance employee relations to create an amicable & transparent environment**
- Track record of leading, motivating, mentoring, developing, training, and managing diverse teams; an impressive and effective communicator with people management, problem-solving, relationship management, negotiation and coordination skills

### Core Competencies

Strategy Planning

Training & Development

Training Roadmaps

Career Growth Programs

Trainings Needs Assessment

Employee Engagement

Training Budget

Capability Development

Leadership Development

### Notable Accomplishments Across The Career

- Successfully managed a **new project for Samsung Finance as SPOC**
- Rewarded for **Capability Development of Team Leaders** in Samsung
- Received:
  - **Appreciation for Leadership Training and for Project CASH**
  - Various **"Job Well Done"** for initiatives taken to improve the health of the processes
  - Various **"Superstars"** for Beyond the Call of Duty Work
- Contributed as a part of the **Recreational Team known as "Redrockers"** which managed all events & people engagement @ Vodafone
- Acted as Emcee for various events @ Vodafone UPW
- Conferred with:
  - **3 Megastar Awards** for initiative "TAGIT" which was included amongst the best practices across Vodafone India, Data Training & Project Red Roll-out
  - **5 "Service Titan" Awards** for contribution in bringing retail QUALITY of Vodafone UPW No. 1 across India and for being top in the training function
  - **"Vodafone Tales Champion" Award** twice for writing Customer Service Experience

### Work Experience

**Reliance Jio, Lucknow as State Training Head (HR Function of UP East)**

**Feb'21 – till date**

**Spearheading the Training Function in HR domain**; managing training for all verticals of business - Mobility, Jio Fiber, Enterprise & Technology

#### Key Result Areas:

- **Directing and managing training & development processes**, thereby ensuring all new hires receive high-quality orientation and on-boarding experiences in order to maintain a high employee performance level
- Ensuring that the programs meet deadlines and that they are completed within the allocated budgets
- Creating content, e-learning and other training materials to impact behaviour-changing training using various training theories inclusive of job aids, facilitator & participant guides, on-the-job training systems, tutorials, and demonstration models
- **Steering the development of programs** that incorporate overall business objectives such as the business's financial goals
- Partnering with other Human Resource Department Heads and Senior Training and Development Management in order to determine program priorities, roll-out plans, set program deadlines, and ROI analytics

- Conducting current & ongoing strategic assessments of business-wide training & development programs and initiatives
- Interfacing with Process Managers to understand all necessary aspects and needs of training, and ensuring they are fully informed of the training & development objectives, purposes and achievements
- Measuring training outcomes, conducting train the trainer & pilot exercises, and reviewing the quality of new curriculums for modification and budget alignment
- **Developing a comprehensive strategy** to manage program delivery and organizational adoption, talent development, and leadership effectiveness to continuously improve/mitigate risk around training initiatives
- **Defining training roadmaps** for executives based on job-based capability requirements in-line with the organizational strategy

#### Samsung India Electronics Ltd., Chandigarh as Regional Training Manager

Mar'18 – Feb'21

##### Key Result Areas:

- **Steered mobile division trainings** for Retail Sales Force, ensuring that all the sales team members were covered in the classroom environment
- Ensured that Monthly Training Calendar was prepared by 25<sup>th</sup> of every month and shared with Sales Team for better execution
- **Organised Monthly TTT & Certification** of all trainers to ensure that they were ready for delivering the upcoming month training content
- **Developed quarterly certification planner** for Sales Consultants along with external certification vendor and ensured that the regions score was above 90%
- Ensured that the training parameters in external mystery audits were always above 80%
- Arranged **Quarterly Capability Building Sessions** for the Front Line Managers
- **Created yearly training budget** for smooth training adherence
- Conducted **Monthly Training Audits** of the Trainers to assess their on-ground performance
- Collaborated with Zonal Sales Managers and worked on the bottom quartiles & their specific requirements
- Executed **Motivational and Team Building Exercises** by partnering with the external vendor

#### Vodafone India Ltd., Delhi as Training Manager

Nov'07 – Mar'18

Training Manager for UPW & UK

##### Key Result Areas:

- Managed the **Induction Trainings for Outbound, Inbound & Data Call Centres** on Vodafone Values & Beliefs, Organisation Structure & all the required processes & products
- Contributed as part of multiple projects like **NPS, LMS, Mpesa, Amdocs, New Documentation Process, and so on**
- **Mentored new hires for first 30 days** and ensured that they deliver well in terms of TNPS, CQ, Product Knowledge & Tagging Accuracy
- Ensured that **Bottom Quartile remained below 15%** of the entire population; developed refresher session for the bottom Quartile Agent's basis TNI's received from the Quality Team
- Executed **Training Audit as well as Trainers Audit** for all the Induction Trainings
- Developed **Product Knowledge Quiz based on** analysis of fatal errors, CSAT, top call driver & operational requirement for all the splits, conducted on a monthly basis for all the Agents, Team Leaders, Quality Auditors & Trainers
- Shared the **Wow Experiences** in terms of **Vodafone Tales**
- **Conducted Quality Audits** at Vodafone Stores, Vodafone Ministores, Associate Distributor Vodafone Ministores in UPW & Uttarakhand
- Maintained CSAT and All India Ranking in audits done for all Vodafone Circles by an External Agency
- Performed **audits of websites/IVR's & promotional materials** at touch points
- Administered the vendor conducting the internal audits for Vodafone UPW
- **Organised R&R Programs** for Customer Service Executives/Store Managers at touch points
- Arranged Engagement Programs for employees and organized events which were hosted internally in the organization

#### Trainings Attended

- Train the Trainer
- Effective Coaching & Counselling
- Time Management
- 3G Devices and Handsets
- Soft Skills & Behavioural Skills
- Complete Mobile Technology and Sales Pitching

#### Education

- **Post Graduate Diploma in Business Administration** from International Institute for Special Education, Lucknow in 2008
- **Bachelor of Science (Botany & Chemistry)** from Purvanchal University in 2006

#### Personal Details

**Date of Birth:** 1<sup>st</sup> April 1985  
**Languages Known:** English & Hindi  
**Address:** Flat No. 404, Tower No. 15, Omaxe Residency 2, Gomti Nagar Extension, Lucknow