
SURESH K

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SUMMARY

Totally 13+ years of work experience including 5+ years in training and 5+ years team management in the customer service/ back office and management industry working with various international & domestic clients and 3+ years of experience as an Assistant VP sales and Executive Assistant to the VP with an excellent track record of progressive and well recognized performance, delivered consistent quality results, made significant value addition, and established myself as a dynamic leader, strategic thinker and decision maker

- ✓ **3+ years of experience as a Freelance Corporate Trainer** delivering various soft skills/corporate skills training, such as communication skills, team-management, leadership skills, behavioral training, motivational training, and English language training (including Voice & Accent) as well as IELTS/PTE/TOEFL coaching
 - ✓ **10+ years of experience in leading international companies in lead roles**, which includes leading the team of trainers (Tech Mahindra), training the trainers (Tech Mahindra), creating conducive work environment, directing enterprise initiatives, organizational development, making significant improvements in learning process, mentoring/motivating teams, delivering process/soft-skills/leadership training, designing/developing training material, delivering excellent quality service, and achieving high customer satisfaction in companies like Wipro, TCS, L&T Infotech, Sutherland Global services, Axiom group, Shajhanand Lazer technology, Intuit etc
 - ✓ **2+ years of experience with a domestic communications company** in supervising, training, quality assurance, and providing excellent customer service, Airtel, TATA Telecom, Club Mahindra.
 - ✓ Currently working as an **Executive Assistant to the Vice President cum Training Manager** (1/1/2018 – till date)
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NARRATION

- ✓ Performance-driven, insightful and practical worker with proven track records in achieving and exceeding all business development and revenue-generation even during crisis.
 - ✓ Proven leadership and team building skills, coupled with the ability to direct strong teams in managing customer relationships and providing expected services.
 - ✓ Comprehensive knowledge and experience in implementing practical plans in times of business complications.
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ACADEMIA

Completed **B.Com** in Madras University, 2006

Completed **M.Com** in Loyola College, 2009

Pursuing MBA in ICFAI 2018 to Present

Completed **PGDCA** in India Computer Technology (Approved by AICTE, Ministry of HR Development, Govt. of India), 2011

WORKSHOPS / TRAININGS ATTENDED

- ✓ Time Management

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- ✓ Conflict Management
 - ✓ Interpersonal Skills
 - ✓ Business Etiquettes
 - ✓ Effective Business Communications
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SKILLSETS

- ✓ MS Office (especially Excel, MS Access, MS PowerPoint)
SharePoint end user knowledge of SharePoint desired
 - Experience in handling tight SLAs Tickets raised by stakeholders
 - ✓ Ability to perform multiple tasks with deadlines and priorities in a fast-paced environment
Excellent verbal, written and interpersonal communication skills
 - Attention to detail and quality
 - ✓ Problem Solving and Decision-making skills
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EMPLOYMENT DETAILS

- Organization Name : Larson & Toubro Info Tech Ltd
- Designation : **Support Desk Executive, Admin Official**
- Duration : 1 Year (November 2007 to November 2008)

Roles and Responsibilities

- Handling calls from the clients across global L&T InfoTech locations.
- Involved in recruitment
- Cab management
- Canteen management
- Preparing schedule charts for the employees
- Handling emails and orders for the BPO section and the Technology section
- Facilitated team meetings
- Handled a team of employees under administration, maintained their attendance, work schedules, over viewing performance and monitoring the results.
- Submitting daily results and menus to the canteen management.

Reason for quitting: Global economic melt down

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- Organization Name : Wipro Technologies
 - Designation : Team leader
 - Duration : 9 months (July 2009 to Mar 2010)

Roles and Responsibilities

- A semi-voice technical process related to the telecom section of HUAWEI
- Developed a manual for new hires as a trainer and team leader that provided necessary service information and scripts
- Managed daily floor operations
- Preparing and Managing PPTs for the training sessions

- Handling escalated calls from the representatives
- Managed direct recruitment
- Managing team AHT, Quality scores and other internal process based parameters
- Motivating / Training / Monitoring the team to achieve targets
- Managed communication between internal and external management

Reason for quitting: Global economic melt down

➤ Organization Name : Sutherland Global Services
 Designation : Process Specialist for QUICKBOOKS SOFTWARE /Sales Coach
 Duration : 1.1 year (Mar 2010 - May 2011)

Roles and Responsibilities

- Handling escalated & sales calls from the agents
- Handling sales calls, converting customers to use the next level software
- Conducting team meetings to share details about how they can improve the call quality and increase the sales volume and internal score.
- Managed communication between internal and external management
- Meeting everyday targets pertaining to the team performance and sales

Reasons for quitting: Process shut down

➤ Organization Name : TATA Consultancy Services
 Designation : Quality Assurance Professional/Quality Coach
 Duration : May 2011 to Sep 2014

Roles and Responsibilities

- Handling inbound calls for our client named CITIBANK USA.
- Quality monitoring for the NATION STAR MORTGAGE company USA.
- Organizing telephonic discussions on the quality of the calls monitored.
- Coaching the employees, training them in the needed areas.
- Side barging the calls and giving feedbacks and monitoring live calls.
- Segregating calls as per the nature and raising tickets to the concern teams to take care of the same.
- Assisting and training the new employees on the process
- Floor walking for the newly recruited employees
- Meeting assigned targets of the team and submitting reports

Reason for quitting: Chose to quit temporarily because of family reasons

➤ Designation	:	Freelance Trainer
Duration	:	Sep 2014 to Jan 2018

Roles and Responsibilities post September 2014

- Training the employees on the processes they specifically got selected for.
- Scheduling, Managing training sessions.
- Preparing and Managing PPTs for the training sessions
- Training the team leaders/ Managers and coaches on the process.
- Conducting soft-skills and communication training and a special training on the US culture.
- Preparing training modules, presentations, contents of the training and facilitating.
- Handling recruitment, segregating the newly recruited employees on the basis of their Communication, experience and talent and guiding the HRs in placing those candidates in the right processes and positions.
- Taking care of the call quality and performance of freshers
- Leading a team of 5 senior trainers.
- Scheduling, Managing training sessions.
- Training the team leaders/ Managers and coaches on the process.
- Conducting soft-skills and communication training and a special training on the US culture.
- Preparing training modules, presentations, contents of the training and facilitating.
- Handling recruitment, segregating the newly recruited employees on the basis of them Communication, experience and talent and guiding the HRs in placing those candidates in the right processes and positions.
- Conducting team meetings to share details about how they can improve the call quality and increase the sales volume and internal score.
- Managed communication between internal and external management
- Taking care of the call quality of the newly recruited employees and tracking their performances.

➤ Organization Name	:	InfosenseGlobal Services
Designation	:	Asst. Executive to the VP cum Training Manager
Duration	:	Jan 2018 to till date

Roles and Responsibilities

As an Asst. Exe to the VP

- Scheduling, Managing, Preparing MOMs and Tracking Action items and the outcomes of the Meetings.
- Sync with different calendar owners and prepare the full year calendar at the beginning of the year and refresh the same quarterly with Key Events / Meetings Monthly, Quarterly, Half yearly and Annual
- Managing the emails and tracking
- Managing and onlooking the overall administration section
 - Logistics booking
 - Submitting expense reports
 - Managing executive visits
- Managing and onlooking the overall US Marketing section

- Managing and tracking the status of the various tasks of the leaders and assigning the tasks
- Managing the reminders of the VPs of all other units of the company
- Managing the travels of the VPs and other leaders, tracking itineraries' and agenda
 - Publishing travel check list -Before & After and during the travel

As a Training Manager

- Scheduling, Managing different training sessions as per the need of the different processes
- Managing the Trainings as per the client requirement
- Coordinating with the tech team and modifying the needed changes in the Training Management tool
- Taking Trainings based on the requirements of the departments
- Hiring and Training the trainers based on the need
- Creating and Managing the training calendars
- Managing the internal marketing for trainings
- Managing the team of Mentors
- Managing the Monthly/Quarterly and Annual Training update meetings etc.
- Managing the training tool in coordination with the tech department based on the training tool change requirement

TRAINING EXPERTISE

Proficiency in delivering training for various **Soft Skills/Corporate Skills training such as Communication Skills, Team Management, Leadership Skills, Behavioral training, Positive behavior, Motivational training as well as English Language Improvement training (including Voice & Accent training)** that leads to quick learning and performance enhancement

The major topics includes:

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|-------------------------------------|---------------------------------|----------------------------------|
| • Communication Skills | • Effective Team Management | • Interview Skills |
| • Business Etiquette | • Customer Service Skills | • Email/telephone Etiquette |
| • Presentation Skills | • Time & Stress Management | • English Language Proficiency |
| • Essentials Corporate Skills | • Conflict Resolution | • Planning & Organizing |
| • Teamwork | • Team Motivation & Development | • Professional skills |
| • Soft-skills and positive behavior | • Leadership Skills | • Delivering Feedback & Coaching |
| • Interpersonal skills | • Train the Trainer | • Personal skills |
| • Etiquettes | • Influencing skills | ...and more |

My training delivery expertise include:

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|---|---|---|
| • Creating/Developing training material | • Using interactive activities & role-plays | • Creating conducive learning environment |
| • Encouraging learning & participation | | • Giving effective coaching, feedback, and guidance |

September 2015 – January 2018

Working as a **Freelance Corporate Trainer** giving **soft skills/corporate skills training**, such as communication skills, team-management, leadership skills, behavioral training, motivational training, IELTS/PTE/TOEFL coaching, and English language improvement training (including Voice & Accent training) to corporate organizations, working professionals, educational institutes, and students

My Training Assignments

Current:

Conducting training programs on **Presentation Skills, Essential Corporate Skills, Interview Skills, Communication Skills, Personality Development, Public Speaking, IELTS/PTE/TOEFL Preparation, and English Language Proficiency** training (including Voice & Accent training) for corporate organizations, educational institutions, students, working professionals, and homemakers

Completed Corporate Assignments:

Training Topic(s)	Field	Audience
Professional English Communication Skills	An IT company providing end-to- end IT Services globally	Managers and Executives/Sync technology
English Language Proficiency	A company offering BPO solutions to international clients	Inverse BPO and Axiom group
Selling Skills	A company offering educational solutions across Gujarat	Team Leads, QC, Managers, and Executives, Inverse BPO
English Communication and Voice & Accent Workshop	An ITES company providing Mobile customer support and Consultancies/ Sheetel Academy/ Rightway consultancy	Managers/Leaders/Executives, Inverse BPO Axiom and Shahjhanand
Email & Phone Etiquettes	Medical billing/ BPO/ Consultancies	Advantmed/Inverse BPO
Communication Skills	Small scale industries/ Medical billing/ Consultancies	Advantmed/Inverse BPO/ Shahjhanand
Motivation and Teamwork	BPOs/ Rightway consultancy/Sheetel academy	Team Leads and Team members
Stress Mgmt., and Motivational Training	IT/BPOs/Mediclaim companies	Sync Technology / Inverse BPO/ Axiom/ Shahjhanand
Soft-skills and Communication skills	IT/BPO/Tech Mahindra/Axiom	Senior Trainers/ Teamleads and agents
Basic English language and Communication Skills training	Eclat English coaching center/ Rightway consultancy/ go4n IELTS center	Students and Coaches

ACHIEVEMENTS

- ✓ Having participated in the country level IT Program and Tests
 - ✓ Selected as the best performer of the team in HTMT
 - ✓ Got medals / certificates for the best performance in TCS
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PERSONAL DOSSIER

Date of Birth : 16/05/1988

Marital Status : Single

Languages known : English, Tamil, Malayalam

Hobbies and interest : Movies / Writing / Indoor games

DECLARATION

I hereby declare that the above furnished details are true and correct to the best of my knowledge and belief.

Place : Gandhinagar

Yours faithfully

Date :

(SURESH.K)