

CURRICULUM VITAE

UPDESH KUMAR

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TRAINING MANAGER

Accomplished Training Manager with 4+ years of experience designing, implementing and evaluating comprehensive training programs. Facilitated the development of over 500 employees, resulting in a 20% increase in productivity and a 15% decrease in employee turnover. Led the design and delivery of 100+ training sessions achieving an average participant satisfaction rating 4.8/5. Eager to harness expertise in training to drive innovation, inspire teams, and achieve extraordinary results together.

EDUCATION

- **BBA** CCS University, Meerut(2014) got 2nd division
- **MBA** Dr. A.P.J Abdul Kalam Technical University, Luck now, (2016) got 1st division

PROFESSIONAL EXPERIENCE

HDFC LIFE

- Currently working in Hdfc Life as a Deputy Training Manager – Learning and Development in Hissar, Haryana
- Did joint field calls with sales employees, observing & coaching in real-time, resulting in a 25% increase in successful sales conversions, while identifying targeted areas for further training and development

MAX LIFE INSURANCE COMPANY LTD

- Worked in Max Life Insurance Company 19 June 2023 to 24 August 2024 as a Training Manager in Bulandshahr, Uttar Pradesh.
- Having strong hold on IC 38, business communication and sharp and innovative mind to increase agent footfall in office and increase productivity of stakeholders.
- Strong knowledge of life insurance products, sales techniques, underwriting guidelines& regulatory compliance.

NIVA BUPA HEALTH INSURANCE COMPANY LTD

- Worked in Niva Bupa Health Insurance Company 7 October 2020 to 28 May 2023 as a Training Manager in Saharanpur, Uttar Pradesh
- Responsible for designing, implementing & managing training programs for employees.
- Organize training sessions, workshops & other educational activities to enhance the skills and knowledge of staff member

BAJAJ ALLIANZ LIFE INSURANCE COMPANY LTD

- Worked in Bajaj Allianz Life Insurance Company 10 Jan 2017 to 28 Aug 2020 as a Sales trainer in Saharanpur, Uttar Pradesh
- Familiarity with online training platforms and virtual classroom tools like Zoom, WebEx, or Google meet

KEY COMPETENCIES

- Content Development/Training Evaluation/Need Analysis/Team Management
- Good excel knowledge of (VLOOKUP function in excel and Pivot Table)
- Proficiency in MS Office suite - Excel – VLOOKUP & Pivot functions ○ Proficiency in MS Excel & PowerPoint

AWARDS

- **Bajaj Life:** Honored for outstanding performance in March 2018 and for qualifying for the president's club in Goa.
- Received awards for qualifying for the Bangkok contest and the Goa cordelia cruise.

