



AMIT SANKHYAN

ASSISTANT MANAGER TRAINING AND DEVELOPMENT

CONTACT

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EDUCATION

- 2011 - 2014**
KOTA UNIVERSITY
• Bachelor of commerce

2009 - 2011

- APS KOTA**
• 10th and 12 th
• CBSE

SKILLS

- Consistency & Accuracy
- Coaching & Feedback Delivery
- Leadership
- Metadata Tagging
- Data analysis
- Curriculum Design
- Cultural Sensitivity
- Evaluate and provide feedback
- Assessing training needs
- Managing training budgets
- Compliance & Policy Knowledge
- Six Sigma/Lean - Yellow belt

PROFILE

A results-driven Assistant Training Manager with a proven track record in designing, implementing, and evaluating high-impact training programs. Skilled in e-learning tools, and performance metrics to drive organizational learning and talent development. Demonstrates strong leadership, communication, and strategic planning abilities with a focus on aligning training initiatives with business goals. Adept at managing cross-functional teams, reducing onboarding time, and enhancing employee engagement through innovative learning strategies. Recognized for data-backed training improvements and building a culture of continuous learning.

WORK EXPERIENCE

- **Net Impact Solutions Limited** MAR 2023 - MAR 2024
AM-Training and Development
 - Developed training programs that increased employee performance and satisfaction by 78%.
 - Collaborated with subject matter experts to create a curriculum with 6 modules, boosting learner retention by 25%.
 - Implemented e-learning solutions, improving accessibility and flexibility for employees.
 - Streamlined onboarding processes, reducing ramp-up time by 20% and enhancing retention rates by 18%.
 - Provided coaching to a team of trainers, fostering professional development
- **iEnergizer Pvt Ltd** Jun 2021 - Dec 2022
Senior Trainer
 - Evaluated training effectiveness using metrics like completion rates, test scores, and employee feedback, driving data-informed improvements in training initiatives.
 - Partnered with senior management to align training programs with key business goals and organizational priorities.
 - Led the integration of instructional materials into the LMS, ensuring 100% compliance with mandatory training and enhancing employee knowledge retention by 30% in assessments.
 - Conducted interactive workshops and training sessions on sales strategies and customer experience, resulting in high participant satisfaction and engagement, as well as improved performance metrics.

WORK EXPERIENCE

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WORK AREA

- Inbound and outbound Sales
- Debt Collection
- Voice & non-voice
- Tour & Travel (Amadeus & basic Galelio)
- Customer Service & experience
- Social media escalations
- Telecom
- Hospitality Operations

PERSONAL DETAILS

- Father's Name - Shiv Ram Sankhyan
- Gender - Male
- Marritial Status - Single
- Date of Birth - 02/11/1993

Conneqt business solution

JAN 2021 - MAY 2021

Trainer

- Coordinated all logistics for training events, including scheduling, venue selection, and material preparation, ensuring seamless execution and optimal delivery of training programs.
- Assisted in the development and delivery of training content, ensuring alignment with organizational learning objectives and business goals.
- Assessed training outcomes, delivering feedback to trainers and suggesting improvements to enhance the effectiveness of future sessions.

Tech Mahindra Limited

Dec 2019 - Dec 2020

Sr. Executive

- Managed a portfolio of client accounts, successfully recovering overdue balances through strategic negotiations and clear, effective communication.
- Conducted outbound calls to customers with overdue accounts, resolving payment issues and offering feasible repayment plans.
- Documented detailed notes on customer interactions and account status, ensuring accuracy and thoroughness in all records.

ISON BPO India Pvt. Ltd

Aug 2017 - Apr 2019

Trainer

- Handled end-to-end hotel reservations and escalations at Goibibo, including booking confirmations, cancellations, and check-in issues for domestic and international travelers.
- Oversee market research to identify emerging trends, customer needs, and competitor strategies.
- Handled flight ticketing, rescheduling, and cancellations for Goibibo and Citi Alliances.

Jun 2013 - Sep 2016

Usha om KPO

Agent & Verifier

- Oversaw data management and verified sales upon completion, ensuring accuracy and proper documentation.
- Utilized CRM software to track and manage customer interactions, ensuring timely follow-ups and accurate record-keeping.
- Handled customer objections and concerns professionally, turning potential rejections into successful sales.
- Outbound Sales and Lead Generation.