



Swati Chatterjee

(Manager L&D)

About Me

A Certified Coach and a Result focused Professional stimulating peak performance in operations and helping to be future ready. An enthusiast learner who believes in empowering individual to understand their vision . Coaches people and help them transform their professional and personal lives by training them in techniques and tools for better communication , interpersonal skills and leadership skills.

My Contact

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Expertise

- Data driven based TNI
- Content and Course Development
- Working with team to frame strategies
- Strong Communication and Empathetic listener

Soft Skill

- Emotional Intelligence
- Interpersonal Skills
- Critical Thinking
- Adaptability

Education Background

MGM Senior Secondary School

B.Com from Pt.Ravishankar University

*Masters in Business Administration-
Finance/HR*

Achievements

- Got Client Appreciation for handling queries Proactively
- Got Spot Award for going extra-mile to drive excellence in Process.
- Got Best Practices recognition from Compliance Team for effective Documentation
- Conducted Leadership and Upskilling Programs (Succession rate got 80%)
- Got Best Team Player Award for exemplary contribution in adding value to organization.

Certifications

- Six- Sigma Green Belt Certified
- Financial Awareness Certification
- Successfully Completed MLDP Training Program
- Certified Leadership Coach
- Course on Introduction to Prompt Engineering

Professional Experience

Augtech NextWealth IT Services Pvt. Ltd. -2020 Present

Key responsibilities:

- Identifying Training needs of individuals and organization
- Conducting Pre- Process Training for the New-Hire Trainees
- Tailoring specific training programs according to training needs
- Aligning Process Training for the New Hires
- Conducting Upskilling Training Program for Leaders and Associates
- Conducting Refresher Process Training
- Conducting External Training
- Maintaining a Annual Training Tracker for Employees
- Maintaining Training Calendar and schedule training accordingly
- Evaluating Training effectiveness by conducting training activities

Maruti Suzuki Company Feb 2019- March 2019

Key responsibilities:

- Teaching about grooming and hygiene at workplace
- Conducting Interview Sessions and Personality Development Training.
- Handling daily assessments for analyzing their attentiveness on various areas of subjects
- Emphasizing on training techniques like kaizen and 5S.
- Activity and participation based learning
- Maintaining tracker for attendance

Star Health and Allied Insurance Ltd. May 2014-Oct 2019

Key responsibilities:

- Underwriting of Proposal form Account Reconciliation
- Claim Initial Processing
- Agent Recruitment Processing Renewal Retention and follow-ups

Sai College May 2017 to December 2017

Key responsibilities:

- Handling assignments for analyzing interest of students on various areas of subjects.
- Consulted with teachers in different disciplines to identify and adopt successful instructional methods

Bank of New York Mellon 2011-2013

Key responsibilities:

- Reconciling securities based on Cash , assets and Units Overdraft Reconciliation
- Sending Day End Reports
- Importing Financial Reports

Bajaj Auto Finance 2007-2008

Key responsibilities:

- Log-In of Files
- Cheques Reconciliation
- Handling FI Agencies and Reports
- Handling Queries and tracking them