



SUPRIYA DIXIT

LEARNING AND DEVELOPMENT SPECIALIST

OBJECTIVE

Accomplished and dedicated business professional with a 10 years' background that reflects the ability to engage and educate staff in the effective utilization of new systems to facilitate successful business efforts. Employ teaching competencies to share new concepts in an interesting and effective way.

Experience providing up-to-date and effective skills improvement, leadership and values-based development programs to companies across a variety of industries.

EDUCATION

MBA (GENERAL ADMINISTRATION)

2012 • International Open University
**DEGREE IN HOSPITALITY AND SERVICE
INDUSTRY MANAGEMENT (CUSTOMER
SERVICE AND TRAINING)**

2007 • International Open University,
Netherlands

BACHELOR'S DEGREE IN HOTEL MANAGEMENT

Specialization in Sales & Customer
service and Satisfaction from American
Hotel And Lodging Association.
2007 • IASE Deemed University,
Rajasthan

EXPERIENCE

TRAINING MANAGER

(MICROMARKET SALES AND CALL CENTERS)

OYO • DATES FROM JUL, 2018 – TO JAN 2020

Played key role in:

- ↗ TNA and TNI
- ↗ NHIT Training delivery
- ↗ Performance delivery for 0-6 Months Account and Sales Managers
- ↗ ADHOC Training Programs for Employee enhancement
- ↗ Driving Sales for assigned Account managers
- ↗ Content Creation for Destination Products, Content for Soft skills, Sales and Communication training

Efficiently conducted the project: Creation and execution of Soft skills and Sales Program for Oyo Total Holidays which led to Customer Interaction quality scores from 37% to 86%

Distinction of establishing 3rd party call center for center for the central Travel agent and Corporate Account teams including setting up SOPs, Quality metrics, and Operation alignment

Worked as OYO training SPOC for:

- ↗ Training Delivery
- ↗ Performance Delivery
- ↗ On floor Support Delivery
- ↗ Creation of day to sales data
- ↗ Relationship Management



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PREVIOUS ASSIGNMENTS

LEAD – V&A, SOFT SKILLS AND SALES TRAINING

CONCENTRIX • FEB 2017 – JUL 2018

- ↻ Actively involved in On floor Sales and Service Support training for new Hire and refresher batches for multi projects.
- ↻ Created training plans for bottom performers based on performance audits and feedbacks

PROJECTS UNDERTAKEN

UBER - Supported setting up the contact center for Uber with constant supervision resulting in growth of the center from 120 to 530 agents

Initiated program for Customer Experience improvement through Soft Skills parameters.

Updating and creating customer centric emails to abide by the Uber guidelines

JET PRIVILEGE – initiated ‘Upselling through conversation’ plan to improve sales

OYO ROOMS – Supported in setting up Oyo contact center for 3 LOBs – Sales (Domestic and International) and Customer Support

Sales and Customer Experience improvement program by instituting One-on-one mentor program with SMEs and agents

Live support and game play ideology

CUSTOMER SERVICES AS TRAINING LEAD – COMMUNICATION: (US/UL PROCESS)

OJAS : JAN 2016 – JAN 2017

- ↻ Set up chain of delivery and service for Diya Online, moved the entire purchase, sale and service center from UK to India while maintaining quality of service
- ↻ Set up SOP for purchase of Items in India and export to various Hubs and retail warehouses in UK
- ↻ Set up liaison system to administer from licensing for export through various ports and warehouses
- ↻ Set up acquisition of encryption content from various sources
- ↻ Enable development of chain of distribution after licensing
- ↻ Worked on on-floor Voice and Accent training, made quality check for US based IT company for B2B data security support on voice and chat.
- ↻ Organized special grammar and writing skills training for the Chat and Email process

TRAINING DEPARTMENT – LEAD

EDUWIZARDS - AMERICAN EDUCATION COMPANY • JAN 2009 – AUG 2013

- ↻ Conducted training for over 1000 employees on: Communication and Soft Skills, Issue Resolution, Behavioral Training including Advance Leadership Training
- ↻ Overseen Tutor hiring: quality of tutors hired resulted in better performance reviews by the clients; This improved the overall tutor satisfaction
- ↻ Worked on Content development and support management for SES- NCLB.
- ↻ Led the project: Content Development and management for ESL : English as a Secondary Language. Worked on content development and support management for SES- NCLB (NCLB or No Child Left Behind is an educational initiative by the American government for migrant or under privileged children to allow every child in America to at least get a high school degree)

- ⇒ Functioned as an active member of the NCIB team; making sure the system runs smoothly and all students are satisfied:
 - Number of student that joined our program was more than the competitor.
 - Ensured quality of tutoring and customer service.
 - Enroll more students to join by taking an active interest in speaking with the parents and convincing them
- ⇒ Established Standard Operating Process for easy and accurate service delivery. It resulted in fewer errors by the team or the system
- ⇒ Core member of the:
 - Customer service team:
 - Improvements and quality.
 - Worked 10 hours a in the customer service department to find out how to best improve the service and reduce resolution time.
 - Analyse processes to ensure desired results are derived with each request.
 - Research Team:
 - Implementation of new ideas for projects and overall working of the company
 - Supervising team that results in client retention and reduction of attrition.
 - Query is solved satisfactorily.

TRAINING ASSIST • PLATINUM INFORMATICS • AUG 2006 - MAY 2008

CUSTOMER CARE PROFESSIONAL • AMERICAN EXPRESS • MAY 2005 – JUL 2006

CUSTOMER CARE EXECUTIVE • GREENS COL NET (INTERNATIONAL CALL CENTER) • JAN 2005- MAY 2005

FREELANCING: 2013 - 2016

EDUFIED – Trainings over multiple for soft skills, inter department communication, Time management, Response time management, as well as did quality checks and training need analysis.

SAI ASSOCIATES - 15 Sales trainings for around 100 employees.

PATANJALI AYURVEDIC –Workshops for the staff and management that included Sales coaching, Leadership workshop, Communication training for the marketing team.

HOTEL SOLUTION INDIA: Training programs for different hotel based clients such as Clark's Inn, Holiday Inn etc. Training consisted of English grammar and usage, Etiquette, Sales skills, Grooming, Body language.

- ⇒ Tutoring student from grade 3- 12 in English and Science.
- ⇒ Tutoring students on test prep : COGAT, Accuplacer, Duke SAT, PSAT, SAT, UK SAT, ACT and other cognitive skills tests.
- ⇒ Training students in USA to help them understand the college and Job interview process.
- ⇒ Involved in Adult learning program, training adults in USA on public speaking, personality development and life skills.

FREELANCING: Government of India : 2008 – 2009

Worked as Voice and Accent Trainer with WCH Training Solutions.(2008-2009)

- ⇒ Training students of Polytechnic Colleges, State Colleges all over the country
- ⇒ Tourism staff and College Faculty on Communication Skills and Behavioral skills.
- ⇒ Trained First contact Government staff.

Project includes: HCL TECHNOLOGIES, HOTEL SOLUTION INDIA, BARCLAY'S BANK