**PALLAVI TEWARI**

Mobile: 09999797082 ~ E-Mail: joshi12pallavi@gmail.com

**Summary :**

* A creative and experience professional with 10+ years of experience with proven abilities in **Designing and implementation of learning solutions and processes, Cutomer Experience Management, Network capability building, Dealer Development**, **Expanding and managing the network**,

**Skill Sets :**

* Competent in creating **Process Maps**, **Defining KPIs**, **SOPs**, best in class **Ways of Working** for the Sales teams and after Sales team (Company and Dealership) for enhanced performance, **Buy-in & Recommendation Presentations**, **Strategy Documents**
* Expert in designing and conducting **skill building work-shops** for Internal customers like Sales and Service team and external customers like Dealer front line team

**Professional Experience:**

1. **(Contractual assignment)**

**Swiggy:** Certified trainer for Swiggy

* Understanding the SOP requirement from Product team
* Creating the SOP for various processes based on the requirements while liasoning with various teams
* Conducting training for the Inhouse and external teams and ensuring a 95% coverage with a dipstick check
* Conucting Post Knowledge test for the Inhouse and eternal teams based on the understanding of processes

1. **OYO Hotels and Homes Pvt. Ltd. [March’19 - Sep‘2020] Assistant Manager – Learning & Development**

* Understanding the requirement from Sales team and basis content creation
* Research and create content by liasoning with the respective Teams, Content creation for Soft skills, Sales and Process modules
* Responsible for driving Training initiatives at the Hub and Region level
* Overall management of LMS and conducting training sesions for Internal and External teams on LMS and its various applications
* Conducting training sessions at the Hub and Regional levels on process and soft skill aspects based on the Training requirements
* Conducting New Employees Induction Training

1. **VE Commercial Vehicles(VECV) [June’15 – Augus‘17] Deputy Manager – Competence Development**

* Handling the overall management VECV’s Learning Management system(LMS and conducting training sesions for Internal and External teams on LMS and its various applications
* Ensuring smooth functioning of LMS portal at Regional and Dealership level
* Planning and developing new learning content – Sales/Product and soft skills for the LMS
* Identifying the Training needs at the Regional level and conducting training sessions
* Conceptualizing, planning and execution of National Level Sales skill contest and Eicher Sales Academy

1. **Renaissance Strategic Consultants [Jan’15 – May‘15] Consultant**

* **Vodafone India: Consumer Insghting:** Enhance the customer satisfaction by understanding, gathering and leveraging Consumer Insights: Involved in the Research and content creation of workshop
* **Atul India Ltd.:** Conducted Sales capability workshop for Territory managers

1. **Alchemists Ark Pvt. Ltd. [November’11 to Sep‘14]** as a Consultant and Process Trainer

Handled the following projects

**1. Tata Motors – Spares Parts Division**

**A) Best Practices of Inventory management for the Dealer Parts Managers**

* Conducted field visits to understand the current process
* Desk research to find out the best practices existing in other Industries
* Designed workshop encompassing the best practices of Inventory management, best practices of Store Management

**B) Train the Trainer workshop on selling skills through E-learning program (Springboard) for the Area Parts Managers**

* Created a Springboard E-learning program for the Distributor Sales Executives. It was based on the various steps and tools to sell spares more effectively
* Conducted Train the Trainer program for the Area Parts Managers pan India.

**2. Maruti Suzuki Spares Ltd.**

**A) Sales force effectiveness through introduction of a structured sales call- The Maruti Genuine Parts Way of Engaging with the Customers (2011-2012)**

* Conducted field visits with the Distributor Sales Representative for understanding customers/expectations, processes and ways of working
* Developed a structured Sales call for the Distributor Sales Executives on “MGP Way of Making Engaging Sales Call on the customers”

**B) Implementing Best Practices to provide Outstanding Customer Experience at MGP Retail Outlet**

* Conducted field visits for understanding customers/expectations, from the Retail Outlet
* Studied the “Consumer buying pattern at the Retail Outlet”
* Created Standard Operating Procedures for conducting the Marketing Activities (to attract the Mechanics to purchase from the Retail Outlet)

**3. Castrol India Limited (CIL)**

**A) Realigning the current CIL organisation structure**

**B) Conceptualise Ways of Working**

* Created WOW for the role holders that included Key responsibility areas, Key Performances Index, How to work in the market
* Designed Area Sales Development Strategy for the Area Sales Manager.
* Analysis of the current CASA (Castrol Authorized Service Associate) offer and proposed changes in the offer to increase the performance

**4. Mahindra Trucks and Buses**

**A) Redesigning and Implementing Sales and Service Processes across Dealerships**

* Designing SOP implementation tool-kit which contains e-learning modules, Training presentations, Process Audit tools etc.
* As a part of the Implementation team, took buy-in from the Dealership Management and stakeholders on the process changes
* Conducting Process Implementation Audits for Sales and Service at the Dealerships
* Handholding and training the Client Team to sustain the implementation

**5. Toyota Kirloskar Motors**

**Creating a memorable and heart touching buying experience for the Customer’**

**End to end managed the project which involved re-engineering the Sales SOPs and implementing the SOPs pan India**

* Created SOP Implementation Toolkit which contains E-learning modules, Train the Trainer presentations for various Role Holders, SOP Checklists, Role Plays, Case studies
* As an **Empanelled Trainer,** conducted Train the Trainer Workshops for the Dealership Trainers pan India

**6. Mahindra and Mahindra- Farm Division (M&M-FD)**

**Tractor Sales Capability Program**

* Comprehended the training needs of M&M-FD
* Market visits to understand the Competitors, Buying patterns of customers
* Shadowed the Area Managers, Territory Managers to observe their typical day
* Created Training Toolkit containg Training presentation, Role Plays, Caselets etc.
* Conducted the Training for more than 100 Territory Managers, monitored the effectiveness of the training through Telephonic review

1. **Tractors & Farm Equipment Ltd. (TAFE) Chennai [Jun’09 - Nov’11] as an Executive – Dealer Development**
2. Dealer Upgradation and Process Improvement

* Monitoring Dealer upgradation from Letter of Intent (LOI) to Letter of Probationary appointment (LOPA) and LOPA to Letter of Confirmation (LOC)
* Conducting Process Audits at the Dealerships including Monitoring CIP norms, Infrastructure, Manpower at dealerships
* Gathering useful Insights at the Dealership and giving recommendations to the Company for process improvements

1. Implementing Tafe Prospect Managemnet system at the Dealerships:

* Study the current reporting formats used for prospect management at the Dealerships
* Evaluate and streamline the reports
* Incorporate in the system by working in coordination with the IT Development Team
* Implement the system at the Dealerships, gather feedback for improvement and monitor the usage at the Dealership

1. Managing relationship with the Dealership team :

* Designing Dealer Installation kits and conducting Dealer Installations at the Dealership
* Point person for the Dealership teams for Dealership issues, questions, problems and suggestions for enhancement
* Monitoring Dealer development programs - Cluster management and Sales Promo schemes for all the Dealerships

1. Capability building of the Dealer and Dealer Sales team

* Planning and conducting Training for the newly appinted Dealers
* Conducting skill based training programs for for the Dealer Sales team

**Scholastics:**

* B.Tech. in Agricultural Engineering from College of Technology, G.B.P.U.A & T Pantnagar in 2009 with 78.3%
* Intermediate from Kendriya Vidyalaya Almora with 86.4%, Highschool from Maharishi Vidya Mandir Almora with 86.6%