

MAMTA SHAH

PROCESS TRAINER

CONTACT

Building no- E-351
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EDUCATION

Mcom from Pune University (2016)
Bcom from Pune University (2013)

KEY SKILLS

- Interpersonal Skill
- People Management
- Time Management
- Adaptability
- Problem Solving-skill
- Project Management

ACHIEVEMENTS

- Star award- Best Trainer
- Spot award- Top performer
- Gems award- Highest batches trained in BBD (Big Billion days)
- Best Trainer award for achieving the highest

PROFILE

Experienced Process Trainer with a demonstrated history of working in the Banking sector and E-commerce sector. Skilled in Sales, Teamwork, Soft Skills, e-commerce skills, and banking. Highly accomplished Senior Trainer with 4.5 years of experience in designing and delivering comprehensive learning and development programs.

EXPERIENCE

Teleperformance | Process Trainer Mar 2022- Apr 2023

- Provide process training to new hires.
- Conducting TNI to improve the performance of non-performers.
- Conducting dip checks on the basis of new updates and publishing them to the operation team.
- Provide coaching and feedback to the advisors
- Collaborate with subject matter experts and cross-functional teams to ensure training content is accurate, up-to-date, and aligned with business objectives.
- Working on RAG analysis of the new hires to maintain the Throughput of the batch.

PROJECT

Efficient Complaint Evaluation: Distinguishing Valid from Invalid Concerns

- This project mainly focuses on decreasing agent error.
- Conducting a session on the main fatal parameters and complaint topic to get to know the exact loops hole.
- Auditing the call to find out the invalid and valid call.
- While auditing the call I get to know the exact issue and whether agents are following the proper procedure or not on-call.
- Through this project which impacted positively to decrease the agent error.

CONCENTRIX | Lead Trainer | JUN,2018-Mar,2022

- Providing Training to new hires.
- Conducting TNI to improve the performance of non-performers.
- Conducted interactive training sessions, utilizing various instructional methods to accommodate different learning styles.
- Collaborated with managers and supervisors to identify performance gaps and provide targeted training interventions.
- Managed and maintained a learning management system (LMS) to track training completion and monitor employee progress.
- Coordinated and facilitated training events, including logistics, scheduling, and participant communications.
- Developed and delivered train-the-trainer programs to build the training capabilities of internal subject matter experts.
- Conducted post-training evaluations to measure knowledge retention and performance improvement.

Project

Enhancing Emotional Intelligence & Soft Skill Parameter

- The objective of the project is to Reduce customer complaints and escalations.
- Enhance communication and conflict resolution abilities.
- Conduct a thorough needs assessment to identify emotional intelligence gaps among advisors by auditing a call.
- In this project I focus on the soft skill parameter which improves the CSAT score of the advisors
- Provide training to the new as well as tenured advisors on how to handle different types of customers on calls as per their emotions.
- Due to this project positively impacted employee targets and organizational goals.

Tata Business Support SERVICE | Customer Service Representative | Jun, 2016- Jan-2018

- Identifying and analysing customer issues, determining appropriate solutions, and taking necessary actions to resolve problems effectively.
- Developing a thorough understanding of the organization's products or services.
- Providing detailed information to customers, explaining product features, benefits, and usage guidelines.
- Building and maintaining positive relationships with customers, fostering trust and loyalty.

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- Proactively engaging with customers to anticipate their needs, offering personalized solutions, and suggesting additional products or services that may benefit them.
 - Communicating clearly, professionally, and empathetically with customers, demonstrating active listening skills.
 - Providing information in a concise and understandable manner, adapting communication style to suit diverse customer backgrounds and preferences.
 - Collecting and documenting customer feedback, suggestions, and complaints. Communicating feedback to relevant departments within the organization to drive continuous improvement in products, services, or processes.
 - Maintaining accurate and up-to-date customer records, including interactions, inquiries, and resolutions, using customer relationship management (CRM) or ticketing systems. Tracking and documenting trends or patterns in customer inquiries to support data-driven decision-making.