

# PINKY GOSWAMI



## Contact Information



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## Area of Expertise

Presentation Skills

Professional Development

Strong Communication Skills

Personality Development

Team Building & Leadership

Time Management

Relationship Building Skills

Flexibility / Adaptability

## SOFT SKILL TRAINER | CUSTOMER EXPERIENCE ADVISOR | PUBLIC RELATIONSHIP OFFICER

### Over 9 years of extensive experience in:

Effective communication | Active listening | Patience | English speaking and awareness workshops | Recruitment Specialist | Candidate Sourcing | Career Counselling | Team Player

*Looking for a key role to leverage my skills and knowledge with varied opportunities and where I will have responsibility to create value-driven outcomes for my employer.*

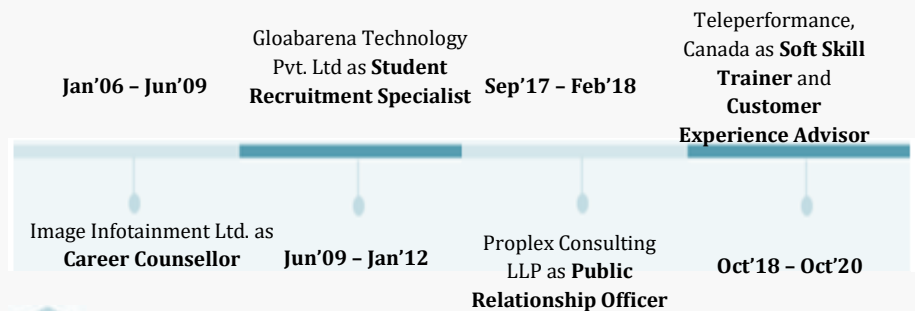


## Profile Summary

- A self-motivated and result-oriented professional with diverse experience in various customer support, recruitment and administrative roles. Excellent ability to communicate confidently at all levels, understand customer needs and provide effective support to resolve their problems, work as an independent worker with high level of enthusiasm and creativity. Possessing a reputation of delivering quality work, maintain good relationship with colleagues, coordinate and perform several projects simultaneously.



## Timeline



## Current Experience

### Since May'21: Global AI Solution Pvt. Ltd, Pune, India as Personality Development English Trainer.

*Global AI Solution is a hub for providing best AI solutions for different domains. To drive scale and industrialization, technology provider. Global AI solutions offers a blend of machine learning training, pre-built agents and sophisticated community and also one of India's No.1 English Learning and Personality Development E-platform.*

### Key Responsible Areas:

- Creating content / slides / power point presentations for the class.
- Initiate introductory sessions for the new joiners.
- Attending live classes every day and weekly live demos on social media portals.
- Maintaining the excel sheets for attendance along with the performance of the students.
- Receiving feedbacks from the students on daily basis and submitting the same regularly.
- Attending weekly meetings to improve and enhance the study materials along with the performance.



## Education

- Pursuing Post Graduate Diploma (MBA): Human Resource Management.
- Bachelor of Commerce



## Knowledge Purview

- Problem Solving
- Empathy
- Attention to details
- Marketing Skills
- Content Preparation
- Multitasking Skills
- Listening Skills
- Body Language Skills
- Confidence
- Reliability
- Interpersonal Skills
- Quick thinking
- Responsiveness



## Soft Skills

Motivator	<div></div>
Communicator	<div></div>
Leadership	<div></div>
Collaborator	<div></div>
Innovator	<div></div>
Intuitive	<div></div>
Team Management	<div></div>



## Previous Experiences

### Apr'20 – Oct'20: Teleperformance, Toronto, Canada as Soft Skill Trainer for Verifone Process

*Teleperformance is a Digital Integrated Business Services combines human touch and high technology to deliver extraordinary customer experiences. While technology creates new and agile ways of working, for over 40 years, Teleperformance, the global leader in customer experience management, has been connecting customers with the world's most successful companies.*

#### Key Responsible Areas:

- Collecting learning material and planning activities to train the customer care executives.
- Identifying the strengths and weaknesses and planning the training.
- Analyzing the potency and calculating progress in the training program.
- Support and mentor new employees
- Prepare the training module based on Communication, Teamwork, Problem-solving, Time management, Critical thinking, Decision-making, Stress management.

### Oct'18 – Mar'20: Teleperformance, Toronto, Canada as Customer Experience Advisor for Samsung Campaign.

#### Key Responsible Areas:

- Answer approximately 50-75 calls during a shift in a friendly and courteous manner; resolve product and service problems by clarifying customers' complaints.
- Give accurate and appropriate information to answer questions, troubleshoot issues, and resolve complaints.
- Assist with refunds, placement of orders or exchanges.
- Expediting corrections and adjustments and follow up to ensure resolution; escalation of calls to the concern departments or to supervisors if needed.
- Manage workflows accurately, with minimal rework and within established timelines and guidelines.
- Work extensively with Samsung Service Managers to ensure proper customer service is being delivered as per the defined customer support guidelines.
- Made reasonable procedure exceptions to accommodate unusual customer requests.
- Dealing with calls in a highly professional manner
- Able to respond and adopt to the needs of all customers.
- Adhere to all the laws and regulations regarding data protection.

### Sep'17 – Feb'18: Proplex Consulting LLP, Bangalore, India as Public Relationship Officer.

*Proplex is a young, dynamic start-up company that aims at integrating and simplifying the process for any real estate requirement for customers. It is a team of lawyers, management and technology specialists with successful track records in technology, legal and management space.*

#### Key Responsible Areas:

- Identify and engage with potential clients in a professional manner over phone or emails and diligently follow up with clients to acquire new business for the firm.
- Ensured that all information and documentation is compliant with guidelines of the Data Protection Law.
- Interacted with business areas and followed up with clients regarding the various projects on regular basis by providing excellent customer service.



## Affiliations

- Rated as best trainer for personality development session consecutively for 8 – 9 weeks.



## Recognitions

- Achieved best ratings as a lead trainer for the Personality Development session for the last 11 weeks.
- Completed Samsung e-Comm Training Program.
- Volunteered teaching for a Govt Schools in India.



## Personal Details

- **Languages Known:** English, Hindi, Bengali & Assemese
- **Address:** Alcove Society, Pimple Saudagar, Pune, Maharashtra – 411017.

- Conduct multiple meetings with clients to provide customer support in order to resolve their queries and problems.
- Manage expense report, payroll and other expenses related to staff wages.
- Updating databases with confidential and relevant information.
- Prepare documents related to property buying & selling.

### **Jun'09 – Jan'12: Globarena Technology Pvt Ltd., Bangalore, India as Student Recruitment Specialist.**

*Globarena provides comprehensive, high quality, affordable Total Career Solutions using state of the art technology deployed on internet / intranet as well as in form of Instructor Led Training in classrooms. Supported by a strong R&D team and subject matter experts, the company is renowned for its E-learning content and delivery solutions, Online assessments & Exam preparation solutions and Research oriented development Programs.*

#### **Key Responsible Areas:**

- Analyze career aspirations and requirements of diverse range of potentials students and develop strategies to promote different programs both on and off campus; respond to prospective student and stakeholder inquiries in person, via e-mail and telephone.
- Conducted multiple sessions and organize different workshop for students in premier educational institutions related to different course structure, fees, and the benefits.
- Frequent visit to the rural colleges and conducted English speaking workshops, awareness workshops and vocational courses for the students.
- Effectively involved in candidate sourcing, scheduling and conducting interviews, tracking, negotiations, and closing enrolments.
- Worked as recruitment specialist to collaborate with recruitment agencies and public/private sector organizations to provide staffing opportunities for the graduating students.
- Responsible for mentoring and providing on-going training and support for new students regarding curriculum, job opportunities and job application procedures.

### **Jan'06 – Jun'09: IMAGE Infotainment Pvt. Ltd., Guwahati, India as Career Counsellor**

*IMAGE INFOTAINMENT is a pioneering organization in India that has been primarily offering education services in the Design & Digital Media sector to students of varied age and requirements. It is an ISO 9001:2000 certified knowledge power house that was rated as India's No.1 Animation training institute by AC Nielson in 2009.*

#### **Key Responsible Areas:**

- Responsible for career counselling, mentoring and providing on-going training and support for new students regarding curriculum, job opportunities and job application procedures.
- Candidate sourcing, scheduling and conducting interviews, tracking, negotiations and closing recruitments.