

CONTACT

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📍 Pune

OBJECTIVE

Professional Life To climb the ladder of success and reach the highest echelons in the Corporate world by joining an exemplary organization which enriches my programming skills, which leads in the growth of the organization where hard work , creativity and commitment to the work are well rewarded. Personal Life Ambition to be able to feed every child or person in India and if possible all around world Education for every child No poor should be seen on roads Every woman must be safe Sensitize men behaviour towards women Make India a healthier, safer and peaceful 100% country for ever single individual

PROFESSIONAL SUMMARY

- Good judgment, strong common sense, and excellent attention to detail

Strong team player; excellent communication skills (verbal & written) with an ability to guide and persuade others

Ability to work alone and be a team player at the same time. Excellent team skills; able to build and sustain a network of contacts

Strong customer service orientation and a professional approach; ability to interact with all levels within the organization

Excellent relationship management skills with a strong ability to influence others

Ability to maintain a professional image and consistently deliver excellent customer service with employees, customers, prospects and partners

Strong coordination skills, ability to multi-task and meet deadlines

Demonstrate ability to maintain and develop strong client relationships

Able to create the setting, have strong communication and maintain timelines as a priority for every project

Excellent understanding of effective and engaging teaching methods

Knowledge of effective classroom management techniques

Ability to meet deadlines, work on multiple projects, and coordinate the work of others

Ability to effectively use Microsoft Outlook and the student information system

Strong interpersonal and communication skills, oral and written

Proven ability to collaborate and build relationships with internal and external clients

Excellent skills in verbal and written communication

Ability to work under tight deadlines, able to motivate others, energetic and able to work under pressure, and independent

Customer oriented, highly organized and attentive to details

Attention to detail and the ability to prioritize and meet deadlines

Approachable and presentable

Strong organization skill and good time management

Strong interpersonal skills and ability to work in stressful environment

Posses an ability to self-motivate and strive towards individual goals; desire to support colleagues. Push service delivery boundaries to ensure customers receive the highest level of service

Posses good business acumen, effective interpersonal skills, and excellent at written/spoken communications

EXPERIENCE

Sep 2018 - Dec 2018

- **3 Ace Entertainment**

Transcriptor

- A Project for PVR
- Responsible for translation of specific brands daily programs
- Maintained procedure of documentation to ensure updated information is communicated to stores in a consistent and methodical way
- Strong written fluency in English language
- Provided written interpretation/translation/editing of reports, documents, and correspondence. Transcribed and translated tape recordings of conversational speech into written English text
- Provided oral interpreter/translation services at project meetings, phone conversations or teleconferences

- **VIBGYOR**

- Event Management

- Plan and coordinate all phases of the assigned events to including set-ups, move-ins and outs
- Arrange events with appropriate subcontractors, decorating companies, electrical staff, audio-visual companies, food and beverage, contractor and others to ensure success of the event
- Enter internal event requirements into the venue event management database and communicate event needs in a clear, concise and complete manner
- Coordinate facility staffing needs with the appropriate divisions such as security, housekeeping, and setup for assigned events
- Negotiate addendums or changes to tenant's original contract such as space or service additions or deletions
- Contact service personnel over radio, corporate cell phones, or telephone to obtain or give information and directions regarding event activities
- Serve as on-site contact person for assigned events. Assist tenants during events to handle any unexpected changes, requests unusual circumstances that arise
- Inspect move-in, move-out and clean-up operations following assigned events so final billings can be issued accurately. Resolves any billing disputes during events
- Prepare accounting paperwork of tenant charges. Prepare event estimates, event settlements and other reports as required
- Prepare correspondence with clients before and after event to ensure clients' needs are met and issues are resolved
- Conduct site tours of the facility showing prospective or booked clients the variety of usage, operations, and functions the facility can provide
- Ensure building policies, rules, and regulations are followed during events
- Assist other team members with events
- To handle and manage all incoming leads for the booking of guest rooms and/or meeting/catering functions

- Act as the Executive Producer for meetings / events including managing logistics of events/shows onsite, coordinating presenters, vendor and "calling the show"
- Manage commission revenue including estimating, tracking and ensuring all payments are received and recorded
- Project managing the marketing, programming & operations elements of event delivery and acting as client point of contact for custom projects
- Manage events from beginning to end, processing all the information pertaining to the booking to include but not limited to
- Lead on selecting, evaluating and managing our event venues, selections, contract negotiations and global calendar
- Responsibility for all aspects of event management on a varying scale of events, often leading a project team comprising other colleagues

2015 - Present

◦ **VIBGYOR**

English Tutor

- Evaluate student progress and providing ongoing guidance for improvement
- Plan and delivered lessons to adults in classes ranging from small classes of four to workshops of 25 students
- Using electronic media and online courseware to teach English efficiently and effectively
- Evaluate student progress and providing ongoing guidance for improvement to both students and their parents
- Training and development programs
- Evaluate performance during class exercises
- Coordinate to provide leadership in developing and implementing an exemplary and comprehensive tutoring program
- Provide oversight of online tutoring. Work with Online Services Coordinator to develop specialized training
- Continuously enhance and improve the support and services provided
- Responsible for working with course syllabus, study guides, assessments, and other additional documents that assist in the student's academic success

Dec 2019 - June 2020

◦ **Focus Academy for Career Enhancement**

Training Coordinator

- Training Coordinator For Pune Center Management
- Provided feedback to management to assist in the development of training programs that positively impact department performance improvement goals
- Recognized good performance/improved performance personally with staff member and with management
- Created training communication, manages training participation databases and manages training libraries
- Provided support to Program Manager, Business Services Manager and client when requested
- Supported and worked closely with Trainers to assist them in all facets of Training and Development
- Created/maintained custom tracking reports as requested by management and educates field management on its reporting capabilities
- Developed and managed reports on completed training throughout the network
- Established and administered a formal training program for the professional development of the management group
- Provided documentation (e.g., performance logs, quality reviews, etc) to managers
- Assisted with implementation of work flow productivity improvements
- Provided quarterly assessment of all security officers and provide feedback to management
- Provided and identified career development for future management opportunities from within the security team
- Worked with line manager to actively initiate new ideas for training courses and packs and process improvement
- Compiled data and created reports by summarizing training evaluations as prescribed by Learning and Development Management and Staff

Nov 2020 - Jan 2021

- **TechyKids Canada**

- Business Development Manager

- Responsible for the selling of new business
 - Managed incoming leads through Zoho, scheduling calls and/or messaging, conducting phone calls with parents, explaining and demonstrating our services, with the intent of the family signing up
 - Responsible for regular reporting and communications related to lead status's and progress
 - Customer service for existing students
 - Worked as primary contact for India operations
 - Student schedules and class attendance
 - Assisted accounting team with payment or credit card related issues
 - Managed direct relationships with management representatives for all key accounts
 - Identified prospects and developed sales strategies to secure new business.
 - This included sales calls, competitive analysis, coordination of presentations and proposals, online demonstrations, direct mail campaigns, and follow up activity coordinated within that plan/approach
 - Managed entire project and administration for India

SKILLS

- Communication
- Management
- Leadership
- Team Handling
- Marketing
- Business Development

PROJECTS

- **Transcriptor**

A project of 3 Ace Entertainment for PVR Cinemas

Translation, Transcription and voice over

ACHIEVEMENTS & AWARDS

- French Language Conversional A1 Level Certificate

LANGUAGE

- English
- Hindi
- French