

TRAINING CONSULTANT

+91 0000000000 | xxx@gmail.com | Bangalore

Profile Summary

Heading L&D Department, 13+ years as Training Professional facilitating In-depth evaluation of individual and organizational development needs. Proficient in delivering soft Skill training, domain training and behavioural Training. Building on in-house tool for conducting the assessments, knowledge test and paper test on all domain training conducted. Managing Cross Functional coordination and managing 10+ stakeholders from various departments. Effectively conducting induction training for new joiners describing company overview and career path. Proven track record of conducting training sessions for 600+ employees. Directing the entire training department by following Transformational and Participative Leadership. Member of POSH ICC, Conducting POSH sessions for the organization

Core Competencies

- Ability and confidence to vary between being flexible and holding firm on a decision, depending on what the situation requires
- Potential to work effectively with different people and teams of people by putting others at ease
- Acknowledging diverse opinions, addressing relevant concerns, minimizing conflict, promoting harmony
- Aptness to identify and set priorities, plan and effectively allocate appropriate resources

Domain Expertise

Soft Skill Training ♦ Behavioural Training ♦ Sales Training ♦ Domain Training ♦ Learning and Development (L&D) ♦ Induction ♦ Corporate Training ♦ Communication Skills ♦ Research ♦ Adaptability ♦ Organizational Skills ♦ Assessment ♦ Strategic Thinker ♦ LMS – Learning Management System ♦ IELTS ♦ Accent Neutralization

Work History

Consultant – Training, abc – Bangalore | Dec' 2018 Till date

Single Point of Contact (POC) for all Employee's training whereas responsible for managing entire Training Calendar, Roll- out, Feedback, Analysis & Reporting along with classroom delivery and online delivery. Periodic Communication with Department Heads to identify the training needs and mapping out development plans for teams and individuals. Regularly updating the stake holders of training status through reports and meetings. Involved in conducting interviews for Critical positions in the organization. Delivering Classroom Training, Design Evaluation Methods, and Analyse the effectiveness.

Suggestive Contribution

- MIS management (Management Information System)
- Managing Vendors and consultant trainer for external trainings
- Accountable for maintaining Learning and Development Data
- Internally Certified member of Complaints Committee Team, POSH

Sr. Trainer – xxx | Dec' 2014 Till Date

Driving Soft Skill session to improve on soft skill performance. Co facilitating with the product trainer during practice mock sessions/call listening sessions to ensure no learning gaps on soft skills parameters. Actively involved with the hiring team in assessing the verbal/written skills for trained employees. Regular stakeholder meetings to identify any gaps observed post training to deliver 1-stop solution. Responsible for weekly and monthly training reporting. Conducting monthly employee engagement activities/programs for the training team.

Suggestive Contribution

- Providing communication and customer service for AIRTEL Employees
- Bench marking the Final Certification Average score at 85% for all the batches trained before handing over to the production floor while 100% closure on Organizational training programs.
- Persistent call calibration session (0-30 Days) with the trainers along with the Team Lead to understand the gap and provide immediate constructive feedback
- Conduct TTT for trainers to up skill on new modules and new skills

Sr. Voice Coach, xxx | *Feb' 2008 – Aug' 2009*

Monitoring agent calls and providing feedback on their communication skills, pronunciation, voice modulation, grammatical errors and soft skills while involved in Call Calibration with the team and clients. Training agents during the nesting period and conducting soft skills training for agents. Certify agents during On Job Training (OJT). Ensure that there is an improvement in the agent's performance. Conduct briefings and de-briefings with the team.

IELTS & Spoken English certified trainer | *Oct' 2006 – Jan' 2008*

- Impart Voice/Accent, Soft Skills, Call Centre, IELTS, Spoken English and Personality Development training
- Develop spoken fluency and improve all aspects of pronunciation
- Evaluating the effectiveness of existing training programs and proactively making improvements to increase effectiveness, proactively communicate changes to skills and quality team

Associate/Floor Support, xxx | *Dec' 2004 – Aug' 2006*

Making flight reservations for United Airlines within 50 states of USA. Close coordination with customers regarding flight Schedules, Reschedules, Cancellation. Consulting customers for queries associated with travel needs while recommending places and packages

Additional experience as Customer Care Officer (AT&T Wireless) at high growth Organizations

Education Background

B.A. |Madurai Kamaraj University – 2000

Basic Cabin Crew Training| Frankfinn Management Consultants – 1998

Technical Proficiency – *MS Office (Word, Excel, PPT, Access, Outlook)*

Languages – *Hindi, English, Nepali*

I hereby declare that above mention information is true to my knowledge