

# VINAY SHARMA

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## Professional Summary

Expert Process Trainer successful at demonstrating technical expertise and taking ownership of training modules that benefit the entire team. Confident and adaptable instructor with a strong work ethic and dedication to business success.

## Skills

- Training program development
- Subject matter expertise
- Instructional strategies
- Customer/Client relations
- Resource Planning
- Excel in presentation Skills
- Excellent communication skills
- Good command on excel

## Work History

**Product and Process Trainer**, 01/2017 to Current

**Hinduja Global Solutions Limited** – Noida, UP

- Created unique materials to support training programs.
- Delivered robust training courses via variety of methods, including classroom and e-learning programs.
- Developed new and improved training programs to fit underserved areas.
- Managed escalated customer orders in timely and professional manner.
- Facilitated coach the coach to the supervisors.
- Identify training need and do analysis, Also conduct refreshers.
- Deals with client to understand business requirement and execute the action plan.
- Monitor system and resource utilization effectively.
- 5 times Best trainer award basis on best throughput and delivery content.
- Certified trainer through Airtel foundation program by Airtel.
- Also participated in TTT (Train the Trainer) workshop.
- Observed individual behaviors and suspect actions, and reported issues to supervisory staff.
- Facilitated group sessions and provided one-on-one support.

**Advisor**, 01/2017 to 04/2018

**Hinduja Global Solutions Limited** – Noida, UP

- Resolve customer issues for their bill dispute and network related queries.
- Suggest customer best suitable plan as per their usage.
- Handle escalation calls and do follow-up for such cases.

**Technical Support**, 12/2014 to 02/2016

**I Energizer** – Noida, UP

- Technical support to high end Samsung phone user for their issues.
- Take remote for the issues which were not resolved over call.
- Engaged end users and answered questions via email, phone, and website live chat and in forums.
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.

## Education

**B.Tech:** Electronics and Communications Engineering, 2014

**Pranveer Singh Institute Of Technology, Kanpur** - Kanpur, UP

## Accomplishments

- *Interactive Learning*  
Introduced and encouraged debate-style classroom setting to increase student active participation and critical thinking.
- *Administration*  
Managed coach the coach program that resulted in positive feedback and coaching of the employees to achieve the goals.
- Organized contest based learning atmosphere to add fun in learning.
- Awarded as Best Trainer 5 times in two quarter.

## Certifications

Certified trainer from airtel through "Airtel Foundation Program"

Participated in Train the Trainer workshop.

## Personal Details

### Personal Details:-

**Name:** Vinay Sharma

**Gender:** Male

**Father's Name:** Siya Nath Sharma

**Nationality:** Indian

**DOB:** 08-Dec-1993

**Location:** A-468 New Ashok Nagar New Delhi=110096

**Language:** Hindi, English

Date: