

Jones Kirubhakaran

SOLOPRENEUR (HR MULTI-SKILL Trainer)

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OBJECTIVES

Dynamic professional with an outstanding record of over 15 years of experience in renowned organizations with extensive multi-functional exposure array of competencies in the key disciplines of HR Management, and training and development initiatives. The world is changing fast. And the future is brimming with opportunities. I look for the best of recent shifts and what's on the horizon in the human resource and research developments by taking a deeper dive into emerging trends – from the evolution of work to revolution of reality to leverage these future-forward insights that drive business growth forever.

PROFESSIONAL EXPERIENCE

5/2019–PRESENT

- A focused driver with a structured process approach and ability to deliver outcomes
- Passionate about people development, strong communicator, highly energetic with ability to influence & persuade
- Excellent interpersonal skills – High level of proficiency in networking & connecting internally and externally
- Ability to work closely with business leaders by understanding their needs, designing and rolling out programs addressing the needs
- Excellent team building skills and orientation for developing high quality talent within the organization
- Conducts seminars on career counseling for educational Institutions.
- Conducting thorough research about the prevalent job trends and promising career opportunities.
- Acting as a successful link between students and various industrial organizations. Identify training and development needs within an organization through job analysis, appraisal schemes, and regular
- Consultation with business managers and human resources departments.
- Design and expand training and development programs based on the needs of the organization and the individual.
- Work in a team to produce programs that are satisfactory to all relevant parties in an organization, such as line managers, Accountants and senior managers at the board level. Manage the delivery of training and development programs and, in a more senior role, devise a training strategy for the organization Monitor and review the progress of trainees through questionnaires and discussions with managers.
- Ensure that statutory training requirements are met.
- Research new technologies and methodologies in workplace learning and present this research.



- Evaluate training and development programs.
- Amend and revise programs as necessary, in order to adapt to changes occurring in the work environment especially in the process of interview.

RUBICON SKILL DEVELOPMENT CENTER

9/2018 – 4/2019 CHENNAI

- Study the feedback from the training programs and design post training engagement modules
- Facilitate organization effectiveness & other behavioral trainings
- Provide road map for the training team for the year and regularly track the progress
- Regularly review and update program learning objectives, and implement training to ensure it meets desired learning outcomes.
- Responsible for managing the dashboards for various programs and tracking the progress of the programs.
- Effective interpersonal and communication skills.
- A stronghold of the language (English) and good knowledge of pronunciation, spellings, and vocabulary. Ability to speak clearly and fluently.
- If a trainee regularly exceed their assignments or work objectives, discuss with them other types of work they might be interested in or qualified for to ensure they continue to be motivated and challenged.
- Effective training skills – the ability to teach and train other an individual's to have a good understanding knowledge of right accents.
- Ability to hold the interest and attention of those seeking training.
- Self-confidence coupled with the ability to infuse confidence in others.
- Good communicator and I could exceptionally be convincing, caring, and believable to all levels of employees, and possess Exceptional multi-tasking skills.
- Conducts Induction on company policies and procedures for the newly joined employees.
- Provide concrete feedback to the trainees. A simple rating scale such as "did not meet objectives", "met objectives" and "surpassed objectives" may be used.

KNOWLEDGE INSTITUTE OF TECHNOLOGY

6/2013– 9/2017 SALEM

- Worked as a supervisor for the student caseload management and looked into the progression, retention, completion, and re-entry.
- Taught private voice and accent training courses as well as classroom courses. Helped acting students learn to use different accents in acting roles.
- Demonstrated proper speech and accent techniques.
- Maintaining correspondence to prospective companies for interview dates and scheduling the event accordingly.
- Receiving the delegates and providing necessary inputs about the college and instructing the
- Placement coordinators for smooth functioning without any issues.
- Conducted train-the-trainer programs for all the department faculties of Knowledge institute of Technology in the month of May 2017. Introduce a new hire on boarding process, orientation, and buddy system to the Business Units to ensure smooth on boarding and assimilation.

- Organizations need to be constantly aware of new developments taking place in their field of business. Hence to make it happen utterly and absolutely committed to delivering the right solutions.
- Well-developed knowledge of the worldwide market, employment trends and established business networks and a Part of 25 different corporate associated groups such as Intel, Microsoft & IBM in terms of training and the interview Trends and acquiring the updates every now and then, conceptualized to examine students on their quality.
- Encourage On-the-Job Training and proper orientation as part of the training curriculum Collaborate with hiring managers organization-wide to target talent which furthers business goals and strengthens existing teams Helped organize and execute a variety of college recruiting events and tracked all recruiting efforts and hiring results
- Assisted in the interview and hiring process.
- Responded to requests for information; identified trends and respond accordingly Plan, direct and coordinate human resourcing activities such as proactively interviewing and building the pipeline of qualified candidates. Proactively building a resume data-base for upcoming potential requirements.
- Negotiation, conflict resolution, and strong interpersonal skills.
- Direct correspondence with managers in IBM, TCS, HCL, WIPRO, HP, CSS CORP and INFOSYS, etc.

VIVEKANANDHA EDUCATIONAL INSTITUTION

7/2010/ - 4/2013 TIRUCHENGODE

- Taught students breathing and linguistics techniques for accents Developed course curriculum and syllabuses.
- Assisted students with learning discrete vocal sounds.
- Worked on requirements & trained students based on the employer's desired expectations on communication by edifying voice and accent. Identifying clientele for Resourcing & Integrating Action plans based on the changing Requirement trends.
- Developing effective strategies for intensifying students.
- To be more aggressive in learning things for deserving an ideal role on anything they do.
- Effectively using Personal Network Built-up Database, Internet, and Employee referrals for prospecting. Net hunting / cold calling / Job Sites for arranging campus recruitment drive conducting training based on clients' requirements. Conducting preliminary H.R.interviews and coordinating interviews with clients. Maintaining the resume database, and organizing the new CV.
- Event organized with TCS on Campus recruitment on 07/12/2011 held at VCEW. Hence provided training on employability skills for a group of 100 students and made 35 students among them have been placed.
- Event organized with HP on-campus drive held on 05/12/2011, hence made 21 among the group of 87 students have been placed.
- The event that we had with TCS for the next consecutive batch of 250 students who underwent the training, where 150 of them has been placed successfully on 12/02/2012.

CYBERNET SLASH SUPPORT

11/2007 – 6/2009 CHENNAI

- Build sustainable relationships and trust with customer accounts through open and interactive communication.
- Provide accurate, valid, and complete information by using the right methods/tools Handle customer complaints; provide appropriate solutions and alternatives within the time limits.
- Follow communication procedures, guidelines, and policies.
- Take the extra mile to engage customers Logging incoming customer communication, taking ownership of, and working on support queries.

- Manage effectively the resolution of support issues that are reported to the team Keep customers informed in a professional manner ensuring the accuracy of detail..
- Troubleshooting problems and providing advice on the appropriate action. Accurately record time activity and all customer communications in line with procedures. Installing, supporting, and providing routine maintenance to hardware and software.

RAVICHANDRA SYSTEMS PVT LTD

1/2007 – 10/2007 COIMBATORE

- Handling Escalations.
- Formatting HR Policies like Dress Codes, Incentives, Transports, and other benefits. Feedbacks for the improvement of the process Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks.
- Assists management with hiring processes and new team member training. Develops strategies to promote team member adherence to company regulations and performance goals.
- Conducts team meetings to update members on best practices and continuing expectations.
- Generates and shares comprehensive and detailed reports about team performance, mission-related objectives, and deadlines.
- Ensures company brand materials and physical working spaces meet and exceed company presentation standards Provides quality customer service, including interacting with customers, answering customer inquiries.

TRANSWORKS INFORMATION SYSTEM PVT LTD

11/2002 – 2/2006 BANGALORE

- Customer Service, assisting our international clients of the UK, for their queries and resolving their issues over the telephone.
- Assist with placement of orders, refunds, warranties or exchanges Suggest solutions when a product malfunctions.
- Strong phone and verbal communication skills along with active listening. Manage large amounts of inbound and outbound calls in a timely manner. Familiarity with CRM systems and practices.
- Follow communication “scripts” when handling different topics. Ability to multi-task, set priorities and manage time effectively.
- Identify customers’ needs, clarify information, research every issue and provide solutions.
- Seize opportunities to up sell products when they arise Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call center database in a comprehensible way.

EXPERTICE IN VOICE & ACCENT

FROM 2009 – PRESENT

- Extensive knowledge of linguistics, speech patterns, and acquisition of foreign accents.
- Good knowledge of the sound formation and use of breathing.
- Strong understanding of sounds from a variety of languages.
- Excellent understanding of speech therapy techniques for voice and accent training.
- Good teaching methodology with hands- on modeling approach.
- Terrific oral and written communication skills Works well both one on one and in group training sessions.

- Cross-cultural communication protocols.
- Phrases and mannerisms typical to the culture.



PUBLICATIONS

FROM 2012 – TILL DATE

RESEARCH FINDING ON EMERGING TRENDS, (*Experience Finding*)

THE EXCEPTIONAL POWER OF HUMAN BRAIN. In view of its infinite capabilities and constant connection with the cosmic Consciousness, the human brain (mind) can be regarded as powerful as the eternal linkage between the soul and the divine Supreme.

THE PROTOCOL INITIATED IN INTERVIEWS EVER YIELDED ITS RETURN. Human beings are prone to certain biases, it's an unfortunate, but inherent

HOW TO INSPIRE YOUR HIRING MANAGER. Understanding the psychology of the job search can give candidates a distinct advantage. Career expert Dawn Graham explores the mind of the typical hiring manager, providing insight that can help candidates create a targeted job search strategy and land an offer.

THE MAVEN OF CRITICAL THINKER. The most important thing on the journey of personal growth is that there should be progress. So long as you keep moving forward you will reach your destination.

THE POWER OF HUMBLeness IN LEADERSHIP. Inculcate leadership culture of humility. The x-factor of great leadership is not personality it's humility.

EDUCATION

Business English Certified. Cambridge University Specialized English business Communication	2013 – 2014 Council of Europe level – B1 –Vantage
MBA Human Resources (first class) Monomaniam Sunderanar University	2011 — 2013
Bachelor of English Annamalai University	2008 — 2011

REFERENCE

AVAILABLE UPON REQUIREMENT