

RESUME

SAGAR JALINDAR INGALE

Mobile No: 9975475434/9309157006

Email Id: ingalesagar748@gmail.com

Address: S.No.21,Flat No. 401, Ishtika Paradise, Keshav Nagar, Mundhwa, Pune - 411036

Objectives:

To be the best and consistent performer in an esteemed organization through my knowledge, experience and commitment towards work and to achieve customer satisfaction and organizational goals.

Qualification:

Completed **Masters of Social Work (HR)** from Walchand College of Arts and Science, Solapur in the year 2011

Professional Work Experience

#1. Poonawalla Fincorp Limited, Pune

Duration - From 14th June 2021 to Till Date

Department - Training and Quality

Designation - Assistant Manager

Responsibilities -

- Prepare Training Material (PPT/Word Documents)
- Preparing Audio/Visual Learning Material
- Conduct Training of New Hired batches and on floor associates
- To make sure training related pre work and preparation is done
- Needs to calibrate on Quality and Operational requirements to improve training methods
- conduct Training related presentations
- Conduct process related assessments on floor
- Conduct refresher for on floor associates as per requirement of operations
- Maintain quality and training related MIS reports
- Monitor quality activities of the Quality Team

#2. Infosys BPM Limited, Hinjewadi Phase II, Pune

Duration - 1 Year 6 Months (28th November' 2019 to 4th June'2021)

Client Name – Capital One, UK (Customer Relations-Voice)

Department – Training

Designation – Process Trainer

Responsibilities –

- Develop digital and print educational material (e.g. videos and manuals)
- Organize classroom-style seminars about product features and sales techniques
- Conduct role-playing activities to develop interpersonal skills (e.g. negotiation, teamwork and conflict management)
 - Identify individual and team skills gaps
 - Schedule regular training sessions (e.g. monthly or quarterly)
 - Ensure new hires take on basic sales training courses, including communication and troubleshooting skills
 - Liaise with managers and encourage on-the-job coaching (e.g. how to handle difficult client cases)
 - Coordinate mentorship programs for new customer service representatives
 - Assess the impact of each educational course on staff performance and client satisfaction
 - Maintain updated records of training curricula and material

#3. 5 years and 10 months of quality experience in Training Domain

Q Conneqt Business Solutions LTD (Formerly Tata Business Support Services Ltd.)

Duration - 5 Years (From 21st Mar'13 till 27th Nov'2019)

Lead Trainer – Training

Responsibilities -

- Handling Tata Sky Inbound & NVSD DTH Process
- Handling a team of 5 Trainers
- Coaching for new & existing Trainers
- Version Management - Training Modules, Knowledge Management Portal & SOPs.
- Training MIS & Timely Reports
- Feedback Sessions for CSAs, SMEs & Trainees
- Client Co-ordination for Product updates
- Product & Process Training for New Hire Batches
- Soft Skills Training
- Refresher Training based on TNA
- Weekly Login for 2 hours to know the pulse of the floor
- Briefing & Debriefing sessions & Call Calibrations

Achievements:

- Certified CSDPT Trainer from DOOR Training and Consulting India

Computer Skills:

- MS Word, Excel, PowerPoint and Outlook

Hobbies: Swimming, Listening to music and watching movies

<u>PERSONAL INFORMATION</u>

Name : **SAGAR JALINDAR INGALE**

Address : S.No.21,Flat No 401,Ishtika Paradise,KeshavNagar,Mundhwa,Pune

Phone No : 9975475434/9309157006

Email Id : ingalesagar748@gmail.com

Date of Birth : 4th Nov'1988

Marital Status : **Married**

Nationality : Indian

Language as known : English, Hindi, Marathi

Date :

Place : Pune

Declaration: I confirm that all the details mentioned above are absolutely correct to the best of my knowledge.

Yours Truly,

SAGAR JALINDAR INGALE