

ANAND BHAGWAT DONGRE

Mobile No: 9860566123

Email Id: dongreanand747@gmail.com

Address: Q – 13/14 Vaishali Society, Milind Nagar, Pimpri, Pune 411017

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 Post Graduation in **Master of Business Studies (HR)** from Neville Wadia Institute of Management studies and Research (**NWIMSR**) in Year 2015

Completed Post Graduate Diploma in Business Management from Neville Wadia Institute of Management studies and Research (**NWIMSR**) in Year 2014

Professional Work Experience – 15+ Years of experience in Training in Telecom, DTH, BFSI Domain

Poonawalla Fincorp Limited (Formerly known as Magma Fincorp Limited) – From 17th Nov'20 to till date
Manager – Training and Quality (Finance Process)

- ❖ Planning and Execution of NHT and Non-NHT Trainings on weekly and monthly basis
- ❖ Coaching for Executives and supervisors
- ❖ Version Management – Creation and updation of Training Modules, Knowledge Management Portal & SOPs related to training and Quality
- ❖ Content Designing – NHT & Non NHT Trainings
- ❖ Delivering Training for New Products and Processes
- ❖ Process Improvement – Sharing and implementing process improvement inputs to improve the performance and achieve organization goals
- ❖ Quality function includes Quality Function includes management of CQ Scores & Defect %, identification of TNI's, BQ management, ZTP framework, Audit the auditor, data analysis to study trends and identify outliers and timely publishing of quality dashboards and various reports.

Altruist Technologies PVT LTD (Formerly Hinduja Global Solutions) – From 23rd Jul'19 to 11th Nov'20
Manager Training and Development (BFSI Processes)

- ❖ Planning and Execution of NHT and Non-NHT Trainings for a reputed Insurance and Finance client
- ❖ Coaching for new & existing Trainers
- ❖ Version Management - Training Modules, Knowledge Management Portal & SOPs
- ❖ Content Designing – NHT & Non NHT Trainings
- ❖ Delivering Training for New Products and Processes
- ❖ Training MIS
- ❖ Client Co-ordination
- ❖ Performance Management
- ❖ Facilitation Skills Training and grooming sessions for Trainers
- ❖ Monthly and Quarterly Reviews
- ❖ Coordination with Ops, Quality, and client team for training need identification on monthly basis

Q Conneqt Business Solutions LTD (Formerly TATA BUSINESS SUPPORT SERVICES LTD) – **6.3 Years** (21st Mar'13 to 17th Jul'19)

Deputy Manager Training & Development (DTH Process)

- ❖ Planning and Execution of NHT and Non-NHT Trainings for a reputed DTH client
- ❖ Coaching for new & existing Trainers
- ❖ Version Management - Training Modules, Knowledge Management Portal & SOPs
- ❖ Content Designing – NHT & Non NHT Trainings
- ❖ Delivering Training for New Products and Processes
- ❖ Training MIS
- ❖ Client Co-ordination
- ❖ Performance Management
- ❖ Facilitation Skills Training for Trainers
- ❖ Monthly and Quarterly Reviews
- ❖ Coordination with Ops and Quality team for training need identification on monthly basis

AEGIS BPO – 2.6 Years (28th Jul'10 to 27th Feb'13)

Lead Trainer – Training (Telecom (Postpaid/QRC/Money) & DTH process)

- ❖ Handling Telecom (Postpaid/QRC/Money) & 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 Hrs to know the pulse of the floor
- ❖ Briefing & Debriefing sessions
- ❖ Call Calibrations

SPARSH BPO – 2.8 Years (28th Sep'07 to 26th Jul'10)

Senior Trainer – Training (Telecom & Insurance)

- ❖ Worked for a Telecom Process (GSM – Prepaid/Postpaid & CDMA - Prepaid/Postpaid) & Census Process.
- ❖ Handled a team of 3 Trainers
- ❖ Coaching for new & existing Trainers
- ❖ Conducting New Hire Batch Induction
- ❖ Client Co-ordination for Product updates
- ❖ Making Service/Product comparison for improvement of the Services/Products
- ❖ Product & Process Training for New Hire Batches/Bridge batches
- ❖ Soft Skills Training
- ❖ Refresher Training of Tenured Agents
- ❖ Refresher Training based on TNA
- ❖ Daily Login for 1 hour to know the pulse of the floor
- ❖ Briefing & Debriefing sessions, Call Calibrations
- ❖ Updating Briefing site for Product Information

- ❖ Preparing Scripts & Process Flows
- ❖ IVR Updating

Achievements:

- IRDA certified trainer for Insurance in 2009
- Certified CSDPT Trainer from DOOR Training and Consulting India
- Attended Six Sigma Green Belt Training
- Completed Manager Development Boot Camp conducted by On Trac (Organized by Q Connect)
- Certified Auditor of QMS 9001 and ISMS 27001

Computer Skills:

- MS Word, Excel, PowerPoint and Outlook

Hobbies: Swimming, listening to music and watching movies

PERSONAL INFORMATION

Name : **ANAND BHAGWAT DONGRE**

Address : Q – 13/14 Vaishali Society, Milind Nagar, Pimpri, Pune - 411017

Phone No : 9860566123

Email Id : dongreanand747@gmail.com

Date of Birth : 19th March 1986

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,

ANAND BHAGWAT DONGRE