

Azarudeen KM

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Objective

To associate with a progressive organization that enhances my knowledge and skills according to the latest trends in to Process Training & team Management and to become a part of a team that dynamically works towards the growth of the organization and gains satisfaction thereof.

Skills

Leadership | People Management | Training | Facilitation | Analytics | Innovative Thinking | Interpersonal Skill

Professional Experience – 11.5 Years

- (Dec'18-Till now)- Regional Training Lead _Zomato Media Pvt Ltd- Coimbatore.
- (Sep'16-Dec'2018)- Regional Trainer-Lenovo (CPM India Sales & Marketing / Denave India)- Bengaluru.
- (Mar'15-Sep'16)-Community Manager_Microsoft (Channel Play Ltd) -Bengaluru.
- (Dec'13-Feb'15)-Zonal Trainer- Microsoft _ (Denave India Private Ltd)- Coimbatore.
- (Jul'13-Dec'13)-Sr. Executive Trainer _Idea Value Centre process (Vertex Customer Solutions) Chennai.
- (Jun'10 to Mar'13) –Sr. Trainer_Aircel Value Centre process (SPANCO BPO Services Ltd) Coimbatore.
- (Feb'09 to Mar'10) – Trainer _Orange Consultancy Coimbatore.
- (Oct'07 to Nov'08) – CCE _Aircel Pvt.Ltd Coimbatore.

Job Role | Regional Training Lead | Learning & Development | Zomato Media Pvt Ltd | Online Ordering

- **Team Handling** – Handling a team of **9 trainers** for south 2 & driving the business KPI metrics.
- **Business Geography** – Responsible to fulfil the training and development needs across 64 cities where the 'Online Ordering Business' is live in
- Responsible for the training and development of 250+ employees and 14,000+ delivery partners across the region.
- Transform our '**Delivery Partners**' into successful '**Delivery Professionals**' through a standard curriculum and certification process that drives customer delight.
- To design and deliver training interventions that will positively impact Customers NPS (Net Promoter Score)
- **E-learning sessions** – Content writer for E-learning courses which is integrated to **LMS (NorthPass)** & Delivering the final product to the logistics team.
- **Video Based Training** – Part of core team of "**Zomato Delivery Partner University**" in creating "**Digital Animation Videos**" on process guidelines & ensuring DP's complete it with 100% course completion.
- **LMS** – Part of LMS team, according to business requirements we will deploy courses in partner application & if any technical issues trouble shooting the same or escalating it to the tech team.
- **Launch Team**- Launched 25+ cities of Zomato Online delivery business & end to end operation support with logistics team to set up the process.
- **TTT Session**- Certifying the trainers & Mid Management employees through teach back sessions on the process guidelines & adherence.

- **Business KPI's**- Driving the training team on the given business metrics like NHT completion, order conversions, 0-30 days DP support management etc.
- **TNA based training** – for betterment of the process & to have better customer experience Quality refresher training will be assigned to trainers on daily / weekly / Fortnight basis.
- **Review Mechanism** – MBR / QBR will be done to the training team on the given metrics & targets.
- **Tools Handled** – NorthPass, Redash & Runnr Dashboard for extracting various reports & cascading it to the team.

Job Role | Regional Trainer | Learning & Development | Lenovo | SMB

- Handling 22 cities of south and west with **750+ certified Lenovo Partners** & training them on the commercial products of Lenovo.
- Co-coordinating with RCM's for planning and implementing training in their respective cities.
- Trainings given to partners on products like ThinkPad's, Think stations and servers.
- Ownership on LMS tool "**LearnApp**" **end to end support** & integrating courses on application.
- Enrolling partners and internal team to LearnApp and enabling them on product courses and assessment.
- Content development and content customization according to the partners of respective city.
- TTT sessions for **BDM's & CPM's** to get certify with the product portfolios.
- Training the field force team & knowledge imparting for ISD's on commercial product lines.
- Supporting the partners to make them register with **LMS** tool of Lenovo for their self-knowledge and product clarifications.
- On the job training for the partners, Discussing about product offerings and **Market competitive analysis**.
- Product comparisons with competitive products and creating data sheet for the partners along with proof points.
- Evaluating training effectiveness through assessment and role plays.

Job Role | Community Manager | Microsoft | Retail

- Handled team of "**18 Microsoft Retail Pros & 3 BDM's**"
- Handling Classroom Trainings and On Job Trainings for all Microsoft Products including Operating System, Hardware, Devices and MS Office 2019 & 365.
- Trainings given to Retail Pro's & ISD's on premium products of Microsoft's like Lumia 950 and 950 XL and surface pro 4.
- Responsible for Giving End-2-End Product, Sales and Technical training for Microsoft executives/promoters/Area Sales Manager/ OEM Dealers/ Retailers/ Distributors.
- Induction, Soft skill, Product, Technical Training, update, and upgrade training for entire Microsoft Team.
- Developing & Implementing Training plan to target Segments and monitor the same to ensure focused attention.
- Preparing courseware/handouts for training sessions, including the build out of process, product specific content.
- Managing the delivery of training and development programs and devising a training strategy for the organization.
- Monitoring and reviewing the progress of trainees through questionnaires and discussions with each one of them and respective Managers
- Key role in learning and professional development of Microsoft's workforce.

Products and Services handled

- Windows Devices includes Tablets and Phones.
- Microsoft Windows 8, 8.1 and Windows 10
- Microsoft Office 2019, Office 365
- Microsoft Hardware products

Job Role | Zonal Trainer | Microsoft | B2B & Retail

- Handling 54 stores in Coimbatore cluster.
- Covering 6 stores per day as per PJP.
- Taking RSPs through LMS “**Expert Zone**” programs of Microsoft, completing accreditation and target.
- Capturing store infra and RSP data’s in REP (**Retail Engagement Program**) tool.
- Handling Retail, SI, and semi-managed partners across Coimbatore cluster.
- Training delivered on products of Microsoft devices & tablets to the RSP’s.
- CRT training given to the RSP’s in reliance digital, Hp IT world, Dell exclusive stores.
- Sending Daily activity report to clients.

Job Role | Sr. Executive Trainer | Vertex | Idea Contact Centre

- Handling team of 4 trainers, Supporting Cochin Centre w.r.t. Training.
- SPOC for Idea clients and handling client escalations with respective to operations.
- Took 6 CRT batches during ramp up with 90% throughput and 6% attrition.
- SPOC for 0-30 (nesting) batch and daily activity report shared to clients.
- Soft skill training on call etiquettes, body language & email etiquettes for management & Supervisory staffs.

Job Role | Sr. Trainer | Spanco | Aircel Contact Centre

- Handle a Team of 4 Trainers, Supporting Mysore & Hyderabad Centre w.r.t. Training.
- Responsible for the performance of Training of entire 3 sites & share day to day reports to corporate.
- Taken basic communication training for all NHIT batches during ramp-up.
- Handle all client escalation and resolve the same pertaining to Training.
- Visiting Aircel retail stores to give training on new product launch & gadgets training like I phone 4s and black berry.
- Resolving issues w.r.t products & process.
- Been a SPOC for Aircel and Videocon clients.
- Conducting Refresher training for the bottom performers on Soft Skills as well as Process part, to show a measured progress on their performance in quality as well as in Productivity.
- Have been a part of recruiting executives.

Job Role | Trainer | Orange Consultancy

- Certified trainer to conduct NHT. Training and developing CSR in product knowledge and doing refresher training.
- Circulating internal reports

Job Role | CCE (Customer Care Executive) _Aircel Pvt.Ltd

- Handled calls for inbound customer service for Aircel Pvt Ltd, the leading private telecom operator in India.

Education

2004 – 2007: DEEE (Diploma in Electrical & Electronics Engineering).

2003 – 2004: 10th Holy Family Convent Matriculation School

Professional Skills& Strengths.

- Working well under pressure
- Taking up challenging tasks setup by the management and delivering results
- Flexibility of approach, honest & hard working, good in communication skills, which to thrive in challenging environment.

Personal Information

Father Name	: Moideen.K. A
Date of Birth	: 17 November 1988.
Marital Status	: Married.
Languages Known (Read, Write & Speak)	: Tamil, English, Malayalam & Hindi (Manageable)
Hobbies & Interests	: Playing cricket & Listening to Music.

Declaration

I certify that the entries made above by me are true to the extent of my knowledge and belief.

Place: Coimbatore

Date:

Azarudeen.KM