

# Girish Prabhu

Regional Training Lead

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**Qualification:** Graduation in B.Sc. Computer Science, Certified as Life Coach and Learning & Development

## Current Profile

From Sept 2018 to Present

**Summary:** Working as the Regional Training Lead with Zomato Media Pvt Ltd.

As Regional training lead my responsibility is to lead a team of trainers from the West zone who were in charge for the training of the delivery partners on Onboarding, Quality, Process, Rate Card and soft skills.

On the field interactions with the delivery partners on process, quality and real time challenges and guiding them to perform to get better results.

Maintaining daily reports on order level, Quality Parameters (Order rejection, cancellation and training reports).

Analyze the Key Performance of the City trainers on quality, monitoring assessments and improvements.

Conducted training to my team on Behavioral Skills, Performance, Sales training, CRM.

## Previous Experience:

Worked with Tata Consultancy Services as Associate Trainer for the CSR Project.

Worked with Centum Learning and Development handled projects for Retail, Communication and Customer Relationship Management and Sales training to its client (Aditya Group, Maruti Ltd, CGI).

Worked with WIPRO Technologies Ltd, as Lead Administrator handled client IT support (Shell, Dell, Quest Diagnostics, etc.)