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| **Professional Objective****Professional Experience** | Seeking an opportunity to apply my knowledge and expertise to impart result-oriented training and deliverables in a supportive & growth oriented organization.**Summary** **Dale Carnegie certified trainer** with experience in competence development & training and Operations including:* Training and competence development of staff in systems, various business processes, including soft skills development. Building capability and quality enhancement of existing and new employees.
* Driving excellence through training on product, soft skills programs and communication along with mentoring.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize satisfaction level, including managing the required IT platform development, testing and deployment.
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| **Present**🡅**September 2014** | **Training Specialist- Retail****NIIT Project: Vodafone Ltd., India**Responsibilities: * Identifying training and development needs within an organization through job analysis and regular consultation with business managers and human resources departments
* Analyze and sort the data obtained from a Training Needs Assessment (TNA).Closely collaborate with the Quality team to design training activities for particular training sessions.
* Conduct orientation programs for new hires to ensure that all staff understands the company policies, product and system procedures.
* Delivered classroom trainings on the following modules for the company.
* Processes, Product & Systems training. ( Data, Voice, CRM, Amdocs)
* Soft skills ( Presentation skills, stress management skills, time management skills, sales techniques and customer management skills)
* Communication Training (English language-Advance level, handling customers, greetings, email etiquettes etc.)
* Conduct mystery audit across the Retail stores to ensure the quality and training parameters are met.
* Constantly reviewed and revised the training material to align it with the dynamics of the product and systems. Revised content and lesson plans as per business needs.
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| **September 2014**🡅**May 2013** | **and Soft Skills Trainer****Let’s Talk Learning Centre for English Communication, India**Responsibilities:* Deliver online and classroom training for English – Basic, Advance & Business English to adults across nationalities, including Arabs, Mexican, Spanish etc.
* Also conducted Voice & Accent sessions for different nationalities.
* Train students for IELTS, TOEFL. (Online & Classroom), preparing the students with extensive practice & mock sessions.
* Soft skills training, including Public Speaking, Presentation Skills, Confidence Projection, Stress Management and Cultural Norms.
* Certified trainers on **Train the Trainer programs.** Included listing various adult learning principles and their implications on the delivery of training

 Identify and develop skills required in successful trainers  |
| **March 2013**🡅**June 2012****April 2012**🡅**February 2005** | **ESL and Communications Trainer****Asia Pacific International, India**Responsibilities:* Deliver classroom training for English as second language – ( Basic, Advance & Business English)
* Created Manual for English language for Communication and English Grammar.
* Conducted several soft skills programs on Personality Enhancement, Career Counselling and Skill Development Programs.
* Conducted mock drives for Interview Skills, Presentation Skills and grooming.

  **New Business and Group Operations****ICICI Prudential Life Insurance Company, Mumbai, India**Responsibilities:* Developed and lead the national launch of the Online New Business Process for the company, a key corporate initiative delivering innovative e-shop capabilities to our corporate clients.
* Awarded the prestigious national TATVA Award for innovation in efficiency, by implementing new cheque collection capabilities.
* Developed and trained on the process and IT infrastructure required to track insurance policy development over time and customers, including reconciliation of online business with delivery of policies according to strict SLAs.
* Led a team across verticals for tele calling, underwriting, operations
* Training staff, branches on new updates on process, product and IT platforms.
* Automating manual process, migrating them to IT platforms, making the data available online through user friendly interfaces.
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| **December 2004**🡅**May 2002** | **Team Leader, Payment Assistance Unit****GE Capital, Mumbai, India*** Led a team to achieve daily and monthly collection targets
* Identifying high risk accounts and reporting activities.
* Providing delinquent clients with options to assist repayment.
* Set weekly and daily team productivity targets and lead the team in achieving them.
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| **November 2001**🡅**October 1999** | **Corporate Collections Executive****Orange, Hutchison Max Telecom Limited, Mumbai, India*** Assisting corporate clients, such as Reliance, United Phosphorus, ANZ Grindlays Bank, McKinsey and resolving their payment and billing issues.
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| **September 1999**🡅**October 1998** | **Collections Executive****Pace Financials, Mumbai*** Assisting customers with billing and reconciliation issues.
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| **Skills/Certifications** | **Dale Carnegie TTT certification –March-2016-** Dale Carnegie ,Delhi,India.**Advanced Computing Diploma-** Boston Computers, Mumbai, India**Business Process Auditor – Certified by IRCA-UK-A012149.****(Certificate No: URS-BSS/ICICI Pru Life Ins/BPA/012****Managerial Effectiveness Program – ICICI Pridential** |
| **Awards** | * The prestigious TATVA award at ICICI Prudential, a national recognition for quality of process implementation and innovations in efficiency.
* Appreciation award at ICICI Prudential for outstanding contribution to the group.
* Achievers award for exemplary performance and demonstration of GE Values at GE Capital.
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| **Education** | 2010 Symbiosis Institute, Pune, India**Post Graduate Diploma in Business Administration (Specialization in Marketing)**1997 Sophia College, Mumbai University, Mumbai, India**B.A., Economics & English** |
|  **Languages****Personal Details** | English, French, Hindi, Urdu. Nationality: IndianPaMarital Status: Married |

**First Name of Application CV No :** **1695516**

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