**NEELAM**

**NEELAM.309608@2freemail.com**

**----------------------------------------------------- PROFESSIONALSUMMARY -------------------------------------------**

Flexible Customer Training Instructor driven to design and develop new training programs and modify existing curricula to meet the needs of participants. Outgoing and dynamically positive with 9+ years of experience. Skilled in delivering key points of information to a diverse group of people. Help participants obtain the knowledge and skills they need to thrive in a fast-paced setting. Develop interpersonal skills while offering a complete and thorough lesson plan. Highly organized, successful at managing people and time. Offer prompt feedback on training assessments, participant behaviour and the overall effectiveness of each training session.

**--------------------------------------------------------- SKILLS -----------------------------------------------------**

* Excellent communication, Presentation, and leadership skills.
* Extremely creative in organizing events – fun events, R&R etc
* Well organized and experienced, able to work under pressure in a challenging environment
* Enthusiastic to learn new concepts.
* Ability to work independently and in a team, willing to take lead, ready to assist and share knowledge with others.
* Ability to grasp, relate and a quick learner.
* Microsoft Office Proficiency – Ms Excel, Ms Word, Ms Outlook, Ms PPT

**------------------------------------------------------- WORK HISTORY ------------------------------------------------------**

**Unisys Global Services India -** Bangalore, India

**Assistant Manager - Learning and Development** May’13–July’16

* Facilitated pre-process and On- going training programs for both Service Desk and non-technical queues.
* Recruitment/ Hiring – (Job fairs, walk-ins, Campus hiring, Consultancy, out station)
* On boarding, and Hyper-care sessions for new hires.
* Worked closely with the HR team to conduct events such as All hands meet, Cloud 20-20, Rewards & Recognition, Fun events etc.
* Conducted training need analysis, monitor and measure training effectiveness.
* Performed activities related to administering the training program such as maintaining training records, course evaluation results, training equipment etc.
* Audited account specific Calls and shared continuous feedback
* Content Development – Training related modules for fresher’s and existing employees.
* Mentored new trainers in the team to conduct classroom training.
* Planned and delivered Application specific training to an average of 25 account managers/Supervisors.

**Supervisor – Learning & Development**  Sept’10 – April’ 2013

* Monitored tickets plus live and recorded calls to provide written and verbal feedback to Executives.
* Prepared daily, weekly and monthly reports and presented the same to the account managers and supervisors.
* Audited D-Sat calls for RCA, Conduct JCM, Calibrations, Huddles.
* New hire Integration
* Hiring – Telephonic, Job Fairs and Out Station.
* Team building/motivation: Conducting games, quizzes, star Catcher, Wow calls, Wall of fame, Employee of the month, R&R etc
* Conducted training sessions for UL agents on Grammar, Fresher’s and laterals.
* Was an active member of the MSC Fun Committee": Conducted fun events for the entire year 2011 + 80% mailers prepared + organized the biggest event of the year.
* Helped HR team with presentations for AHM, Posters for client visits, articles + R&R arranged in the MSC section.
* Mentored new Quality coaches in the team.

**Team Leader – Learning & Development** Mar’10 – Sept’10

* Monitoring live and recorded calls to provide written and verbal feedback to Executives.
* Preparing daily, weekly and monthly reports.
* Conducting necessary trainings for improving performance.
* Conducting games, quizzes etc. to motivate the agents.
* Conducting telephonic communication's round interviews and Attending job fairs to conduct communication's round interviews.

**Infosys BPO -** Bangalore - India

**Language, Culture and Communication Trainer** Nov’2008 – Feb’2010

* Identifying communication breakdown and coaching C.S.E’s on linguistic and cultural difference between India and the UK.
* Conducting ad hoc training sessions for C.S.E’s.
* Conducting Calibrations with Clients, Team Leaders and Coaches to check that we are aligned with the UK expectations.
* Conducting huddles and CID (Call Investigation and Diagnosis) for C.S.E’s to discuss behavioral issues on calls.
* Monitoring live and recorded calls to provide written and verbal feedback to C.S.E’s and Team Leads.
* Mentoring new advisors to improve communication & soft skills.
* Preparing quizzes for C.S.E’s on UK language, culture and communication.
* Compile and edit a monthly UK Magazine on behalf of the LC&C team for the C.S.E’s to bridge the gap between India and the UK and provide an insight to the UK culture.

**CAN8 (Interactive, Multimedia tool) Facilitator** June 2008 – October 2008

* Facilitated many batches of new recruits through Can8.
* Prepared Can8 related reports.
* Managed client visits to the voice lab for Infosys BPO.

**Customer Service Executive** May 2007 – May 2008

* Inbound and Outbound Customer Service and Repair calls for the UK process.
* Handled C-sat tracker and RFT for the improvement of EDCSM scores.

**------------------------------------------------------- EDUCATION ------------------------------------------------------**

**B.com – Accountancy and Taxation, 2007**

S.S Demo College of Commerce and Economics

**HSSC – Commerce, 2004**

Our Lady of Rosary Higher Secondary School

**SSC – 2002**

Our Lady of Rosary Higher Secondary School

**------------------------------------------------------- LANGUAGES ------------------------------------------------------**

* English - Advanced
* Hindi - Advanced
* Konkani - Native
* Marathi - Advanced

**------------------------------------------------ACCOMPLISHMENTS-------------------------------------------------**

* Achieved over 96% for all trainings conducted (Year – 2014, 2015 and 2016 ).
* Won best QC Award for the month of August 2012
* Got numerous appreciations from the reporting manager, Quality Manager, SDM, Process Mangers and Site leads.
* Won the Best QC Award for the month of May 2011.
* Received Client Appreciation in December 2009 for out-performing experienced floor coaches.
* Awarded Individual Extra Miller for the month of July ’09.
* Awarded as the Most Helpful Process Executive in the month of Dec ’07.
* Certified as the Best Trainee in June 2007.

**------------------------------------------------------- CERTIFICATIONS -----------------------------------------------------**

* ITIL V3 foundation
* U-Lean Practitioner workshop
* Work Smart
* Effective Interviewing Techniques

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