Chanchal

[Chanchal.347537@2freemail.com](mailto:Chanchal.347537@2freemail.com)

A self-motivated and organized professional with over 8.5 years of experience in Aviation, BPO, Healthcare, Skill Development and Microfinance Industry. Majorly contributed to Training and Development, Quality Control, Content Development, Team Handling and Performance Analysis.

I would like to work for an organization where I can contribute towards its’ goals using my diverse experience with versatile personality. Having strong ethics has helped me create a positive energy around which in turn has contributed towards achieving team goals.

## Core Qualifications and Competencies:

* Hands-on experience in Voice & Accent and Soft Skills training
* Team Management and strong Interpersonal Skills
* Recruitment and Performance Analysis
* Flexible and Adaptable
* Self-Motivated with high level of energy
* Accuracy and Attention to details

**Professional Experience**

## IT Process Manager

## (BigdataGuys Pvt. Ltd.)

(Working since 17th November, 2017 till 18th January.

**Job Description:**

* Talent acquisition; recruiting IT Trainers and scheduling demo sessions for further rounds of interview.
* Taking interviews of data scientists and Tele Sales Executives.
* Handling a team of 20 telesales executives

## Training Manager

## (Spandana Sphoorty Micro-Finance Pvt. Ltd.)

(Working since 15th February, 2016 till 2nd November, 2016.)

**Job Description:**

* Process streamlining
* Managing a team of 90 Management Trainees and up skilling them to become Cluster Managers.
* Preparing Standard Operating Procedures(SOP)
* Team building and Motivation building activity
* Refresher sessions for the trainers on Train the Trainers program.
* Interaction with all the HODs, stakeholders to define consolidated training needs both functional and soft skills.
* Evaluated training requirements for each department, consulting with department managers, HR and external resources.
* Designed training programs and professional development courses to facilitate meeting organizational goals and individual professional needs.
* Estimated costs of training operations and subsequently managed them in accordance with the budget to ensure maximum return on investments.
* Design and development of training Module in line with the training needs analyzed.
* Delivering trainings to the identified participants.
* Performance analysis and promoting the Cluster Managers, Branch Managers, Regional Managers to the next level.

## Sr. Business Communication Trainer

**(Talent Sprint Pvt. Ltd.)**

(Worked from 5th, January 2015 till 9th February 2016).

**Job Description:**

* Conducting training sessions on **Business Communication**
* **Basics of Grammar, Pronunciation and Accent Neutralization**
* Preparing them for **Effective Conversational skills** and Extempore
* Conducting weekly Assessments to check the progress
* Overall preparing them for getting employed for the corporate world
* **Content Development** to cater to students needs
* Taking **Virtual classes** for offsite students

## Sr. Soft Skills Trainer

**(Tata Business Support Services** Handled **Loylty Rewardz)**

(Worked for from 28th October 2013 – till 4th January, 2015)

**Job Description:**

* Conducting refresher sessions for the on-floor team.
* Conducted **Product** **and Process Training** for New Hired Batches as an extra initiative
* Conducted sessions on **Accent Neutralization** (Mother tongue Influence)
* Formed a team of 18 to expedite on email handling/responding
* Have been instrumental in designing  e-mail templates to simplify the process of assisting the customers with generic queries
* Call audits to identify the areas of improvement and conducting refresher  training sessions
* **E-mail auditing** and maintaining E-mail quality
* Taking  escalation calls
* Conducting Knowledge Assessment Test(KAT) across the processes, every fortnight to gauge the communication skills
* As part of Soft Skills training, I trained the teams on Spoken English, Written Grammar, Listening Skills, Empathy, Sympathy, Being Assertive, Body Language, Workplace Ethics, Positive Attitude, Time Management Abilities, Interpersonal Skills and Adaptive Behavior
* Recruiting and interviewing the Customer Service Executives.

## Sr. Revenue Cycle Analyst

**(Apollo Health Street later known as Sutherland Healthcare Services)**

Worked from 4th February, 2011 till 27th October, 2013)

**Job Description:**

* Outbound calling to the Healthcare Firms to collect payment on behalf of Apollo Hospital
* Training the New Hired on the product and process flow
* Was handling a team of 15 members and had to assign them daily work from the inventory
* Conducted refresher sessions on Product and Process
* Call auditing for the new joiners in the team

## Communication Trainer

**(Sutherland Global Services)**

Worked from 4th April, 2009 till 20th, September, 2010

**Job Description:**

* Conducted training sessions on **Soft Skills** and basics of English Grammar for the new hired batches
* Sessions on **Accent Neutralization** (Mother tongue Influence)
* Educating the difference between American and British Pronunciation
* Sessions on Phonetics, Accent, sounds and mouth structure.
* Taking weekly briefings and huddle sessions
* **Monitoring calls and chat** (focusing on grammar, punctuations and writing etiquette)
* Ongoing refresher sessions on Soft Skills
* Call **Escalation Management** and floor support
* Call back certification for outbound call taking executives
* Taking Interviews of applicants who apply for Internal Job Posting.

## Guest Services Executives

**(Kingfisher Airlines)**

Worked from 12th April 2008 to 31st January, 2009)

**Job Description:**

* Making reservations for all Domestic flights through ‘Sabre’.
* Issuing Boarding Passes.
* Making Announcements.
* Doing Security Check of the passenger baggage in X-Ray machine.
* Assisting passengers at arrivals.
* Handling Customer grievances.
* Providing VIP and VVIP assistance to passengers.
* Preparing the Flight plan for departure.
* Ensuring the back up work is up to date.

**Education Information.**

* ***Pursuing Masters in Psychology from IGNOU (2016-2018) through distance education.***
* B.A. graduate in Psychology, English Literature and Journalism & Mass Communication (2005-2008).
* Secondary education completed in the year 2004-2005.
* High school completed in the year 2002-2003.

**Achievements:**

* Symantec Certified ‘Communication Trainer’ in the year 2009.
* Rewarded as ‘Best performer of the Quarter’(Dec-2012) in Apollo Health Street.
* Rewarded as ‘Pat on the Back’ for the 3rd Quarter in Apollo Health Street.
* Received Certificate for “100% Quality” for consecutively two quarters (July 2012 to Dec 2012).
* Recognized as ‘Best Trainer’ by TalentSprint Skill Development Team in the year 2015.

**Hobbies:**

Surfing Internet for learning new things.

Passionate about cooking variety of food.

**Personal Details:**

**Marital Status**: Married

**Date of Birth:** 24th January, 1988

**Current CTC**: 9 Lakhs per Annum.

**Employment Status: Can join Immediately**