#

# Rashmi

# Rashmi.357165@2freemail.com

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**PROFESSIONAL OBJECTIVE**

A resourceful professional with 10+ years of extensive experience in training, design and delivery, course development, customer service and training related tasks , willing to take up any challenge and to deliver to the best satisfaction of superiors and colleagues by applying my accrued skills in making tangible contributions to the overall performance of the organization.

**ACADEMIC QUALIFICATIONS**

* Bachelor’s degree in Commerce from Symbiosis College –Pune University – India with Banking and Finance and Costing as major subjects.

**EMPLOYMENT HISTORY**

* **Currently working with Brighter prep as an SAT/ IELTS/TOEFL Trainer (October 2015 till date)**
* Responsible for training candidates on SAT, IELTS and TOEFL.
* Have ensured consistently good performance by students.
* Conducted help sessions and provided additional support depending on each individuals needs based on assessment of skills.
* Worked on developing training material consistent with the requirement of students.
* Conducted private and group classes based on individual needs.
* **Worked with IEILS as a Language Trainer(March 2015 till September 2015)**
* Responsible for facilitating classroom training in diverse fields such as coaching for IELTS, Voice and accent, grammar, conversational skills, comprehension skills etc.
* Designed extensive modules for training on email etiquette, grammar and basic communication skills, general English & business English.
* Students are from various nationalities such as U.A.E, Syria, Morocco etc.
* **Worked with a leading Training firm namely “Trainerz Rus “ as freelance trainer responsible for handling the below tasks from (Jul-2010 to Jan -2012 )**
* Responsible for facilitating classroom training in diverse fields such as IELTS, Voice and accent, telemarketing and sales ,soft skills, leadership, team building, email etiquette, time management.
* Designed extensive modules for training on email etiquette, grammar and basic communication skills.
* Clients include companies from diverse fields such as banking, technical support, customer care and other financial services.
* Have made presentations to various teams under different training programs which were highly appreciated by the management.
* **Worked with a prominent firm namely “Dell International Services Pvt. Ltd “ as Senior Communications Trainer accountable for handling the below from (Jun-2008 to Jun -2010 ):**
* Accountable for achieving the Customer Satisfaction based on client requirements.
* Strict adherence to the SLA guidelines and performing to a level of exceeding expectation at all times.
* Analyzing team performance and assessing them periodically to come up with ideas to improve and optimize performance.
* Actively involved in recruitment process which helped the organization to get the right resources to achieve desired goals of the company.
* Performed training need analysis and conducted refresher trainings as and when required and delivered soft skills & culture training.
* **Worked with a prominent firm namely “WNS” as Senior Trainer from (Jun-2006 to Jun -2008 ):**
* Accountable for creating training modules and training of new hires on accent & voice, soft skills, American culture sensitization and basic professional etiquette.
* Have designed extensive training modules on email etiquette, grammar and business communication, time management etc,
* Analyzing team performance and assessing them periodically to come up with ideas to improve and optimize performance.
* Actively involved in recruitment process which helped the organization to get the right resources to achieve desired goals of the company.
* Performed training need analysis and conducted refresher trainings as and when required and delivered soft skills & culture training.
* Actively participated in floor initiatives to increase productivity & customer satisfaction and were able to achieve higher customer satisfaction results through customer satisfaction surveys.
* **Worked with Convergys India Services Pvt. Ltd- Communication Coach from (Jun-2002 to Jun -2006 ):**
* Responsible for resolving customers billing issues and up selling new service for Citibank.
* Responsible for telesales for Direct TV subscriptions for US customers.
* Facilitating refresher on- the -job trainings to sales agents to boost output for achieving targets.
* Promoted as Communication Coach for Microsoft technical support
* Monitor and coach agents on Language Skills which include; evaluation of customer contacts to ensure usage of appropriate communication skills on every contact.
* To provide constructive feedback to the agents and bring about a positive change to the effect required, incorporate the customer feedback into training modules.
* Understand principles of building rapport with the consumer by using transition statements, verbal nods, small talk, tone, courtesy and empathy
* To identify basic language issues and introduce effective means to improve the same and understand principles of building rapport with the consumer by using transition statements, verbal nods, small talk, tone, courtesy and empathy.

**PROFESSIONAL ACHIEVEMENTS**

* Have been awarded the best Trainer award for 3 quarters in a row.
* Worked on a CSAT project for Microsoft and the success of the project was then replicated on other programs.
* Was selected as a peer coach to assist and guide the new hires on the floor. Took care and ensured smooth transition and also took additional responsibility for the team, by taking care of the team as an acting Team Manager.
* Have been accredited with received recommendations & appreciations from the clients, management and external associated patrons.
* Certified Train the Trainer
* Secured Band 9 in the IELTS

**PERSONAL INFORMATION**

Name : RASHMI

Date of Birth : 24th Oct

Nationality : INDIAN

Marital Status : Married

Visa Status : Under husband sponsorship

Languages Known : English, Hindi, Malayalam, Marathi and basic knowledge of Tamil & German

References shall be made available upon request.

DECLARATION:

I hereby declare that the above particulars are true to the best of my knowledge and belief.