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| **Safoora**  **Learning & Development Manager**  **American TESOL Institute - Advanced Professional Diploma in Learning & Development**  **GAQM - Lean Six Sigma Green Belt**    ***=***  ***E-Mail:***  [Safoora.369844@2freemail.com](mailto:Safoora.369844@2freemail.com)  ***Basic Qualification:***   |  |  |  | | --- | --- | --- | | **Qualification/**  **Certification** | **College/**  **University** | **Year** | | Advanced Professional Diploma in Learning & Development | American TESOL Institute | June 2015 | | Lean Six Sigma Green Belt | GAQM | 2015 | | Diploma in Human Resources | ALISON | Nov 2014 | | Train The Trainer | Udemy | Nov 2014 | | Achieving Personal Success | ALISON | Nov 2014 | | Achieving Personal Success | ALISON | Nov 2014 | | Change Management | GE Money | Jan 2006 | | Bachelor of Commerce Computers | Osmania University | Jan 2005 | | Board of Intermediate Education | Bhavans Aurbindo Jr College | Mar 2002 | | Board of Secondary Education - 10th | St. Francis Girls High School | Mar 1998 |   ***Computer Skills & Software:***   * Microsoft Office (Advanced) * UniServe (Enterprise Solution) * Unidoc (Enterprise Solution) * Uniserve web (Enterprise Solution) * KYC (Enterprise Solution) * Tiger CRM * Salesforce * Workstation * TalentLMS * Podio   ***Core Competencies:***   * Process Improvement * Reporting * Tracking * Presentation * Interpersonal * Coaching & Mentoring * Schedule & Time Management * Resource Management * Change Management * Innovation * Ability to explain things * Clear voice with good communication and interpersonal skills * High Self confidence   ***Linguistic Abilities:***   |  |  |  |  | | --- | --- | --- | --- | | Language | Read | Write | Speak | | English |  |  |  | | Hindi |  |  |  | | Arabic |  |  | X | | Urdu |  |  |  |   ***Passport Details:***  Place of Issue : Hyderabad  Date of Issue : 25-08-2014  Date of Expiry : 24-08-2024  ***Personal Data:***  Date of Birth : 04-Jul-83  Sex : Female  Marital Status : Married  Nationality : Indian | **Objective**  Highly motivated Corporate Training Manager with experience in training small and large groups across diverse industries. Proven success in leveraging educational theories and methodologies to design, develop, and deliver successful training programs and integrate instructional technology to provide onsite and virtual training. Adept at organizing and facilitating management and team building training programs and activities.  Total Work Experience – 8+ Years  Current : **Freelance Training**  Company : **Intense Technologies Ltd. (Hyderabad - India)**  Tenure : **June 2012 – May 2016**  Company : **Y-Axis Overseas Consultancy (Hyderabad - India)**  Tenure : **July 2009 to Oct 2010**  Company : **Voice & Accent Pvt. Ltd. (Hyderabad - India)**  Tenure : **May 2008 to July 2009**  Company : **GE Money (Hyderabad - India)**  Tenure : **Oct 2004 to June 2006**  Experience Summary  **Intense Technologies Ltd. (Hyderabad – India)**  **Designation** : Learning & Development Manager  **Period** : June 2012 – May 2016  **Key Responsibilities**   * Design, develop, implement and manage training and development programs based on organizations, departments and the individual's needs * Prepare and roll out monthly training calendars * Design, develop, implement and monitor new hire trainings * Develop the use of alternative learning methods in practice such as Instructor led, e learning, group discussions, case studies shadowing to support the workforce development benchmark * Design and deliver programs of HR related training e.g. appraisal/ recruitment and selection/ managing poor performance/ Customer Service * Responsible for training needs identification, analysis and evaluation * Monitor contracts with external providers of mandatory training and ensure fit for purpose and value for money * Conduct needs analysis and worked with subject matter experts to develop customized training programs to meet identified needs * Manage and maintained training reports including L1 & L2 scores * Monitor and measured effectiveness of all training programs * Provide evaluation summaries to the facilitators in a timely manner * Identify training and development needs within the organization through job analysis and regular consultation with HODs * Managed training budget effectively * Manage trainings through Talent LMS software * Present TNA, organization’s learn curve – department & team vice & process improvement scores to the Directors, CEO & HOD’s * Support managers in drafting job descriptions and person specifications, provide templates and advice as required * Coordinate for interview/selection logistics including room bookings, scheduling and preparation of relevant materials * Responsible for interview set-up including finalizing the schedule, calling candidates, sending invites and liaising with managers to ensure that all paperwork is sent prior to interview * Inform all applicants of the progress of their application either by phone or Email * Perform other related duties as assigned or requested by the management   ***Achievements:***   * Maintained trainer yield at 98% * Trained over 200+ employees in a span of 1.5 years * Initiated 50 new trainings for 6 processes in last 1 yr   **Y-Axis Overseas Consultancy (India – Hyderabad)**  **Designation** : Team Leader (Process)  **Period** : July 2009 – Oct 2010  **Key Responsibilities**   * Handle a team of Process Consultants for Canada PR process * Allocate accounts to the team members * Interact with Students, Parents & Professionals in person and assisted them with their process till they got the visa issued * Train the new team members on the evaluation process, documentation, Handling customer queries, dispatching documents to the CIC & Canada Embassy, New Delhi * Conduct sessions on process updates * Track the performance of the team members and sent reports to the management * Handle escalations   ***Achievements:***   * Received recognitions from customers on successful PRs   **Voice & Accent Pvt. Ltd. (India – Hyderabad)**  **Designation** : Voice & Accent Trainer  **Period** : September 2008 – July 2009  **Key Responsibilities**   * Introduce Students & Professionals to basic Grammar that include   Parts of Speech, Tenses, Sentence Structure, Articles, Formation of Questions, etc.   * Develop their accuracy and fluency in English by making them familiar with   Sounds in English, Syllable Stress, Word Endings, Intonation.   * Prepare them for face-to-face and telephonic communication in academic, social and business contexts by helping improve skills on Presentation, Group Discussions, Listening, Communication, etc.   ***Achievements:***   * Won award for Best Trainer   **GE Money (India – Hyderabad)**  **Designation** : Process Associate  **Period** : October 2004 – June 2006  **Key Responsibilities**   * Handle calls which are related ‘Retail Consumer/Sales Finance’ * Handle customer service queries for multiple clients like PC Richard, Whitehall, Care Credit, GAP Inc, Mervyns, Lowes, Exxon Mobil, etc. * Perform cross sell activities * Mentor a team of 20+ associates * Mentor team to lower Average Handle Time * Mentor team to increase sales * Mentor & Coached team on Quality parameters * Manage customer call escalations   ***Achievements:***   * Received several recognition awards for Customer Centricity, Best Performer & Best Mentor |

