**Lalit**

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**Training Lead**/with **8+ years’** work experience predominantly in training professional: identify training needs, draw training plan, develop training content, conduct training programs, evaluate training effectiveness and manage high-end professional information & courses.

**Career Objective**: To obtain a responsible and challenging training managerial position with utilizing training, professional communication, and analysis skills to foster administration, managerial, leadership, or cooperation abilities.

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| **KEY SKILLS** |

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| Personal Skills | * Communication, Interpersonal, Assertiveness, Flexibility and Expertise |
| Organizational Skills | * Team Working, Self-Management, Influencing, Strategic, Problem Solving, Business, Leadership and Reporting skills |
| Training Skills | * Training Needs Analysis, Training Plan & Design, Training Presentation, Training Content Creation, Training Facilitation, Training Delivery, Training Feedback, Training Evaluation, Training Improvement, Training Reporting & Training Content Management * Training Platform Tools: Citrix, Brainshark, Captivate, Skype, SABA Cloud, My Room * Project and Knowledge management |
| Technical Skills | * MS Office Applications: Word, Excel, PowerPoint, SharePoint, Outlook, Skype, VBA * Operating Systems: Window XP, Window Vista, Window 7, Window 8, Window 10 & Linux * SAP: Accounts Payable |

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| **PROFESSIONAL EXPERIENCE SUMMARY** |

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| DXC Technology | Information Technology | Financial Analyst II (Training Lead) | June 2016 | Till Date |
| Wells Fargo Bank | Banking Industry | Process Specialist (Trainer)  Senior Financial Analyst (Trainer)  Financial Analyst | June 2015  Sept 2012  Jan 2011 | May 2016  June 2015  Sept 2012 |
| Hewlett Packard | Information Technology | Financial Associate II | Oct 2009 | Jan 2011 |
| Shopper’s Stop Limited | Retail Industry | Store Operations and Enhancing Customer Service Officer | Mar 2009 | Sept 2009 |

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| **EDUCATIONAL QUALIFICATION** |

* Master of Business Administration (MBA) | Finance | 72% | Madurai Kamaraj University (India) | 2008-2010
* Bachelor of Commerce (B.COM.) | Commerce | 66% | Rajasthan University (India) | 2004-2007

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| **CERTIFICATION** |

* Mortgage Banking Primer (Mortgage Bankers Association)

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| **PROJECTS** |

* Knowledge Academy (KA) Portal | Training Hub | 600+ Training Contents | 3000+ End Users | DXC technology
* Making It Easier (MIE) Portal | Information Hub | 900+ Information Details | 3000+ End Users | DXC technology
* Refresher Training Program | 30+ Training Sessions | 500+ End Users | DXC Technology
* Reduction in processing time of MBFD macro | Receiving Process (WMU) | Reduction time from 12:08 minutes to 05:30 minutes | Overall annual savings of $24,106 (1.2 Full Time Employee) | Wells Fargo Bank
* Automated EOD Report | Best Practice Project | Reduction from 50 minutes to 11 minutes | Overall time saving of 39 minutes per day in consolidating all 3 location reports | Receiving Process (WMU) | Wells Fargo Bank

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| **PROFESSIONAL EXPERIENCE** |

**Financial Analyst II (Training Lead) | Finance Shared Services (FSS) - Knowledge Management**

**DXC Technology, Bangalore (India) | IT Industry | June 2016 – Till Date**

**Job Profile**: It is to identify training needs, draw training plan, develop training content, conduct training programs, evaluate training effectiveness and manage high-end professional information & courses for Finance Shared Services (FSS) business line (3000+ employees across AMS, APJ & EMEA regions).

**Key Roles and Responsibilities**:

* Identify and assess future and current training and development needs within an organization
* Review the training requirement and draw an overall or individualized training and development plan
* Facilitate and deliver the training programs with a wide variety of training methods
* Evaluate the training effectives and enhance the training experience through continues improvement
* Handing project management and knowledge management
* Leading and coordinating teams of trainers (40+ trainers across India & Romania)
* Managing ‘Onboarding Training Program’ (10 to 20 new joiners every alternate week)
* Managing ‘Knowledge Academy’ Portal (Training platform with around 600+ training contents of process and tools & 3000+ global end users).
* Managing ‘Making It Easier’ Portal (Organization Information platform with around 3000+ global end users)
* Handing ‘Refresher Training Program’ (around 500+ end users)
* Handing “Communication” task for Finance Shared Services (FSS) business (3000+ global end users)

**Accomplishments**:

* Recognized by senior management for effectively handling ‘Onboarding Training Program’.
* Managing KA & MIE Portal for all the regions – APJ, AMS & EMEA (global end user – 3000+)
* Business travel to United States for knowledge transfer for MIE and KA portal (global end user – 3000+).

**Process Specialist (Process Trainer) | US Mortgage/Taxation**

**Wells Fargo Bank, Bangalore (India) | Banking Industry | January 2011 – June 2015**

**Job Profile**: It is with respect to planning, organizing and providing process training to company workforce regarding to US Mortgage and taxation and monitoring their performance in timely manner. It also includes preparing the performance and managerial reports.

**Key Roles and Responsibilities**:

* Providing process training, process updates and clarifying process related doubts to team members (new team members, existing team members, auditors, team leaders and managers).
* Preparing the process related documents with required approvals (process training guide, process checklist, process assessment, process knowledge test, process mapping, SIPOC etc.).
* Working on error analysis and handling the external escalations & queries with providing feedback to team members and management.
* Generating process improvements, conducting the idea generation session and helping team member who come up with ideas/best practices.
* Allocating the work to team members and monitoring the status of the work completed at regular basis.
* Monitoring and tracking the team member’s performance (efficiency, quality, productivity and TAT) on regular basis and preparing the action plan for helping the team members to improve the performance.
* Motivating the team members to achieve SLA (service level agreement) targets.
* Effectively delegating and prioritizing tasks to get work completed within the time.
* Chairing team meetings to discuss on targets and achievements.
* Handling team in absence of manager and ensuring the smooth functioning of process and reporting.
* Adhering to the risk policy and conducting the risk awareness session to make sure team members are adhering to risk policies as well.
* Generating performance, management and line of business (LOB) reports – error analysis report, escalation report, quality report, utilization report, production report, efficiency report, capacity utilization report, volume forecasting report, quality control reports, monthly business review report, top performer report etc.
* Dealing with identifying and resolving problems and issues within the team.
* Interacting regularly with LOB partners for performance discussion, business development, process training, process updates, process clarification, application updates, new process transition etc.

**Accomplishments**:

* Provided complete process training to multiple batches (200+ trainees) for different mortgage processes successfully.
* Displayed quick learning skill and got opportunity to learn 8 processes in different US mortgage channels (WMU - Receiving, LDPGSA, VOE and Closing & Funding process, CMU - Receiving & RESPA process, and RMU - Income Analysis Tool (IAT) & Non-Conforming Pipeline Scrub).
* Got opportunity to become Risk Management & Compliance Spoc for 3 years with handling 72 team members. Recognized by management for contribution made as RMC Spoc.
* Completed 2 idea projects successfully – 1. Reduction of processing time by reducing rework in MBFD macro & 2. Automated EOD Report for consolidation of receiving location reports.
* Attended GGBC (global green belt certification) course, advanced excel training & VBA (Visual Basic for Applications) training.
* Responsibilities taken at organizational level - Participated as a volunteer in Annual Day & Town hall, FACE events, Sparsh Fundraising events and Green Team Events.

**Financial Associate II | Accounts Payable (Indexing & Posting)**

**Hewlett Packard, Bangalore (India) | IT Industry | October 2009 – January 2011**

**Job Profile**: It is with respect to ensuring the Accounts Payable document’s details are analyzed and keyed in SAP application as per accounts payable procedure to help other departments for further process.

**Key Roles and Responsibilities**:

* Achieving/Exceling the delivery by providing timely, and quality deliverables
* Providing floor support to team members.
* Actively participating in team activities and contributes to achieving team goals
* Taking ownership of responsibilities and stretching to deliver results

**Accomplishments**:

* Awarded with Best Performer Award for doing quality work for process - Accounts Payable.

**Store Operations and Enhancing Customer Service Officer | Customer Service**

**Shopper’s Stop Limited, Bangalore (India) | Retail Industry | March 2009 – September 2009**

**Job Profile**: It is with respect to ensuring that all brand’s merchandise are kept properly and providing the customer service.

**Key Roles and Responsibilities**:

* Ensuring that all brand’s merchandise are kept properly.
* Providing training support to salesman regarding to merchandise.
* Ensuring that sales target are achieved on timely manner.
* Motivating the salesman to provide best service to customers & Solving customer issues and doubts.

**Accomplishments**:

* Appreciated by management for proving best customer service & achieving sales target on time.

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| **PERSONAL DETAILS** | | |
| * Gender – Male * Marital Status – Married * Interest/Hobbies – Sharing Knowledge * Nationality - Indian * Passport – Yes | * Date of Birth – 5th July, 1988 * Language Known – English & Hindi * Driver License - No * VISA Status – US Visa (B1/B2) |