Krupa

E-mail: [krupa.381707@2freemail.com](mailto:krupa.381707@2freemail.com)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Summary

I am motivated, ambitious and creative person with a strong desire to achieve. I have presentational, interpersonal, communicational skills combined with a perceptive mind and an enthusiastic nature. Equipped with the skill of being fast learner and a team worker, I want to hone my professional skills by maximizing on the inputs I gain from the environment. In return I would give in my best by working hard and follow the corporate culture to benefit the organization.

Professional Qualification

DiSC certified trainer (John Wiley & Sons, Inc.) from Strength scape, 2017.

Master of Science in Human Development, from university of Mumbai in the year 2009 - 2011.

Educational Qualification

Bachelor of Science in Human Development, from university of Mumbai in the year 2006 - 2009.

Work experience

1. Employed as Assistant training manager at Major Brands (Charles and Keith). January 2018 – Present.

Roles and Responsibilities

* Conducting training need analysis and identifying areas with regards to product and soft skills and development.
* Designing training modules according to the training needs analysis.
* Coordinating with Head office.
* Document and maintain training records.
* Monitor, evaluate and report on training program’s effectiveness and success.
* Conducting pre and post training analysis to measure training effectiveness & the impact of training on sales.
* Evaluating performance and reporting.

1. Employed as trainer at ITC. May 2013 – February 2015

Roles and Responsibilities

* Conducting training need identification and analysis.
* Understand and share the specific trainings needs of the region with the corporate training team.
* Ensure all identified training needs are addressed as per defined timelines.
* Create the monthly training calendar based on the training needs identified in consultation with the concerned stakeholders.
* Conduct product knowledge, soft skill and behavioural training for employees as identified.
* Conduct induction and on-the-job training for new hires and current employees.
* Evaluate the effectiveness of training programs and provide recommendations for improvement.
* Submit required reports and MIS as per defined timelines.
* Follow up with employees for completion of individual developed plan.
* Understand the findings of the mystery audit report.
* Discuss the audit report with the operations team to arrive at plan of action to address the areas for improvement in the audit report.
* Follow up with operation team to ensure the defined actions are implemented.
* Set expectations and give regular feedback to team.
* Provide adequate support and motivate the team to deliver on the job.
* Guide, coach, train and develop the team.
* Assisting marketing team and analyzing competitors’ products.

1. Employed as career advisor at SIEC Overseas Education Pvt. Ltd. May 2012- May 2013

Roles and Responsibilities

* Handling enquiry, counselling with new students.
* Responsible for giving satisfaction to student about the various facilities and courses.
* Research on various courses available in different universities in different countries.
* Preparing visas of students and visa counselling.
* Conducted counselling sessions for a group of students and parents.
* Conducted a thorough research of the current job trends and promising career opportunities.
* Conducted parents' talks in order to make them aware of their child's academic growth and future prospects.
* Prepare, maintain and update student’s records.
* Organize events for all who are interested in abroad studies.
* Marketing for the upcoming events organized by the organization.

1. Employed as teacher trainer for ECE course at Tree House Education and Accessories limited June 2011- May 2012

Roles and Responsibilities

* Handling enquiry, counselling with new candidate.
* Giving lectures on early childhood education to the students.
* Teaching them to handle small children and teaching them in innovative methods.
* Teaching on how to making teaching materials and make lesson plans for children.
* Planning for the monthly calendar for the students.
* Supervising and guiding students for the activities that they organize for children.
* Supervising and assessing branches for the quality education, maintenance of the classroom and overall children’s progression.

**Personal Details**

Date of birth: 16th June 1988

Languages known: English, Hindi, Marathi and Gujarati (Read, Write and Speak)

Marital Status: Married

Hobbies: Traveling, Reading, Drawing, Music and Dance