**PAVITHRA**

**SPECIALIST TRAINER**

**E-mail**: [pavithra-397201@gulfjobseeker.com](mailto:pavithra-397201@gulfjobseeker.com)

PROFESSIONAL SUMMARY

Being a committed team player, want to be a part of a renowned organization, to contribute towards the growth of the organization, based on my expertise and to further my personal capabilities by learning from the new exposure within the structured framework of the organization.

SKILLS

* Excellent communication abilities
* Outstanding people skills
* Presentation skills
* Documentation and reporting
* Customer service
* Employee retention
* Result oriented
* Coaching and feedback

Specialist in Training (AUG 2016 – JAN 2019)

* 2 years of training experience and 5 months as a senior customer support executive
* Worked for Expedia-North American client as a vacation consultant for 5months
* Trained New hire batches every quarterly of 20 people for 2 years including classroom facilitation and nesting
* Soft skill and a process trainer
* Soft-spoken, debonair and disciplined
* Adapting expertise with the changing environment
* Diligent, target-centric and result oriented
* Excellent interpersonal and coaching skills
* Created materials for training and new hires.
* Worked in Sabre and Amadeus.

Mphasis – Customer Support Officer (MAY 2015 – DEC 2015)

* Accurately completed cash register transactions.
* Worked with a Canadian client for Toronto-Dominion Bank as a Customer Support Officer for 7 months
* Championed promotional items to achieve sales goals.
* Educated customers about product options to exceed their experience.
* Received and processed cash and credit payments.
* Served multiple customers simultaneously in a stressful environment.

EDUCATION

**Bachelor of Commerce**

Sri BhagawanMahaveer Jain College

Bangalore

**II PUC (Commerce)**

Sri BhagawanMahaveer Jain College

Bangalore

**SSLC**

JnanaDeepthi English School

Bangalore

PERSONAL DETAILS

**Date of Birth:**12-Mar-1990

**Marital Status:** Unmarried

**Languages:**English, Kannada, Tamil, Telugu.