

AMIT SHROFF

PROFILE SUMMARY

An initiative-taking NLP Certified Trainer with over 12 years of experience in the training industry. Training programs included concepts ranging from Communication Skills, Voice & Accent, Soft-Skills, Train the Trainer Program, and other key skills needed to survive in the corporate world. While working for various clients both Corporate & Individual have brought a positive transformation in the knowledge, skills, & attitude, with amalgamating various tools, techniques, and experiences.

Freelance Training Specialist

January 2020 – Present

Clients – Capgemini, CTS, M&S Consulting, Sutherland, Infosys and Hinduja Global Services

Accenture Solutions

Sr. Instructor Analyst

December 2015 – January 2020

Roles and responsibilities

Upskilled the workforce on both Verbal and Written Communication

Created a mechanism of feedback to ensure quality measures set by the clients were achieved and the content updated to meet and fix the current problem areas

Assessments using Kirkpatrick's Level 1 and 2, as per Service Level Agreements (SLA) and administered pre- and post-training assessments/tests as required

Lead and supported training on revised content or products/courses launch initiatives

Promoted ways to add value and reduce costs within the team

Sutherland Global Services

June 2012 – December 2014

Communication Trainer

Role included

Conducted the communication round of the interview to select the candidates who met the assessment criteria set by the clients to meet business demands

Collaborated with trainers in other locations and the master trainer on calibration sessions to ensure accuracy in scoring on emails, calls and chat assessments

Upskilled the new hires as well as tenured employees on both verbal and written communication; topics included Grammar, Voice & Accent, Customer Service, Email, Telephone and Chat etiquette

Achievements

Got internally certified to train on high end customer service skills and sales techniques

Cleared the American telephone evaluation certification on Language and Accent (Berlitz and Versant)

Shriram Value Services

Team Lead

April 2011 – April 2012

Sutherland Global Services

December 2009 – March 2011

Communication Trainer

E4e Business Solutions

March 2009 – December 2009

Senior Technical Support Analyst

HCL Technologies

June 2006 – March 2009

Quality Analyst

EDUCATION AND CERTIFICATIONS

Bachelor's in Computer Application, Madras University (2006)

Business English Certificate – Vantage (2015)

Neuro Linguistic Practitioner Certification (2015)

Train the trainer Level 3 (2020)