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SUMMARY

19+ years of overall professional experience of which 7.9 years in BPO/KPO industry. Training for Soft Skills, BFSI, RASCI, BPO/ KPO domains in various industries.

Looking forward to an opportunity in the Training/Learning & Development domain, wherein my skills & knowledge can put to optimum use. I help people and organizations bring transformation in their culture through customized training solutions.

WORK EXPERIENCE

Period	Company	Role
Dec-2007 to present	Freelancing	Freelance Training for Soft Skills, BFSI, RASCI, BPO/ KPO, IT/ITeS, Entrepreneurship & Education Sectors
Sep-2005 to Nov-2007	Xchanging India, Bangalore	Transition, Training, Operations – Treaties
Feb-2001 to Sep-2005	WNS, Pune	Transition, Training, Operations – Claims Management
Jun-2000 to Nov-2000	NIIT MS-CTEC, Pune	Training – Software

TRAINING CERTIFICATIONS

- **CBP** – Capacity Building Program from BSDU & CEMCA
- **MEPSC** – GOI certified soft skills/behavioral skills trainer
- **RASCI** – Retail Retailers Association's Skill Council of India, GOI certified trainer
- **GCPT** – GuruSchool Certified Professional Trainer
- **PoSH** trainer
- **Train-The-Trainer Certification Course** (conducted by a disciple of Arthur F. Carmazzi, Directive Communications)

EDUCATION

Course	Period	University/College	Grade
PG Diploma in Business Management	May 2000 to May 2002	Dr. D. Y. Patil IMR, Pune University	I st Class with Distinction
Masters in Commerce	May 2000 to May 2002	Pune University	II nd Class
Bachelors in Commerce	Apr 1997 to Apr 2000	Pune University	I st Class

LANGUAGES KNOWN

English, Hindi, Marathi

EXPERIENCE

Soft Skills/Life Skills Trainer

Dec 2007-present

Freelance/Outside Consultant

The basic objective of any training which is delivered is to provide customized/custom-made solutions to the client's training needs at all levels of the organization. Bringing out the best in teams as well as individuals and creating in them a positive attitude; enabling them to add value to themselves and their organizations.

Comfortable with creating content for the program & conducting training or conducting the same when the content is provided for the same.

*A few of the **clients** for whom I have conducted trainings on the following:*

Alligator Automations – Dec 2021

Facilitated the Conducting Effective Interviews program for the Senior and Middle level Leadership teams by way of role-plays, group discussions & other activities. Key takeaways like: understanding the process of selecting the right candidate, have a plan for the interview process, being prepared as interviewers, the costs of bad hiring, to name a few.

Border Roads Organization (BRO)-Dec 2021

Conducted a 2-day session on Stress Management for the officers of BRO enabling them to understand various stressors, types of stress and enabling with practical stress management tools & techniques.

Ador Welding – Nov-Dec-2021

Training employees on how to communicate impactfully while being emotionally intelligent. Be a confident public speaker, ace their presentations & write effective emails to get results.

Sanghvi Movers Limited-Oct-Nov-2021

Training SMP employees on the following Soft Skills:

Business Presentation Skills, writing professional emails, Importance of Listening & speaking impactfully.

Tata Motors-

The Service Advisor teams of Tata Motors are trained on the following Soft Skills:

Critical Success Factors in life, Handle Complaints efficiently, Handle Irrate Customers effectively, Proactive Behaviour, Communication Skills and Moments of Truth in customer service.

Cross Country Infotech Pvt. Ltd.-

The IT team of CCIPL was trained on the Main Aspects of Time Management, Effective Time Management Model, identifying & eliminating their Time Wasters & Time Robbers, prioritization & planning, Time Management Guidelines and tools. And an awareness of Stress Management can be done by effective time management.

Capgemini- ongoing project

Training Capgemini employees on the following Soft Skills:

Business Presentation Skills, Virtual Meetings, Writing professional emails, Interview & Working in teams.

Chandigarh University-

Conducted a Motivational webinar for over 450 students of BBA from the A+ rated by NAAC and one of 3 of the topmost universities – Chandigarh University, in India.

Shri Sambhajirao Kadam College, Satara-

The esteemed team of trustees, principal & professors were enlightened about the emerging opportunities in the Banking and Finance & Real estate sectors.

BMCC College-

Conducted a Webinar for more than 100 students of BMCC engineering college on 'Apprenticeship and Training Program' from SPESDA.

Sinhgad Technical Education Society-

Conducted a Webinar on 'Emerging Opportunities in the Banking & Finance and Real Estate Sectors'.

Paytm-

Conducted a Leadership program for the Team Leaders and Group Leaders for Paytm. Imparting the knowledge of leaders and their traits and how they can imbibe those in their professional & personal lives.

The takeaways were:

Be able to formulate and implement effective leadership strategies.

Find new, innovative ways of developing and managing people

Develop new business opportunities

Tackle the broader societal issues they face

SP Finance Academy-

The week-long program was for the wannabe entrepreneurs, aimed at empowering the learners to understand the basics of entrepreneurship and enable them to start off with their ventures. The following trainings were imparted:

Entrepreneur skills

Telephonic etiquette & Networking

Selling Skills

Types of customers & handling different types of customers

Negotiation Skills

Khajani Welfare Society –

This program was conducted for vocational training 40 students of Khajani to enable them to start their own enterprises. Conducted the following training for them:

Introduction & Orientation, Business Networking, Communication Skills, Selling skills, Customer identification & management, Professionalism and Customer Service.

B.S.A College of Engineering and Technology-

As part of the Campus-to-Corporate program the students were trained to the following:

Negotiation Skills, Dealing with irritated customers, Stress Management, Business Networking, Business Ethics, Writing Skills and Sales training. The topics were selected in such a way as to enable students to either be job-ready or start their own enterprise.

Khajani Welfare Society –

SWOT Analysis & Success Mindset: Khajani Welfare Society promotes social and economic empowerment of women. They offer education, training opportunities and arranging workshops for women and girls. This 3 day program for 30 women was an entrepreneurial development program. Imparted training for the women under this to make them aware & use SWOT analysis and use the findings to develop an action plan accordingly. Also, how a 'success mindset' is important to support in achieving the goals of their action plan.

Professionalism & Customer Service: These modules were to make them understand the importance of being a professional in their chosen fields of work. Being entrepreneurs they should know who customers are and how to identify and deal with various types of customers. Aim to achieve customer delight instead of just customer satisfaction.

Communication Skills & Body Language: Being into customer service, how to use proper communication skills and how body language is an extremely vital skill for them to conduct good business. Since they got to do role-plays on real life scenarios, they were able to practically learn and demonstrate their skills.

Samarthanam NGO –

BPO training: Samarthanam is a Trust for the Disabled. Associated with them for **skill development** of their students in the IT/ITes sector i.e. training them to get ready for employment in the **BPO** domain.

Trained online for: BPO domain knowledge and skills, Email Etiquette, Telephone Etiquette, Customer Service, Business Writing, Communication Skills and Personality Development

Edubridge-

Campus to Corporate: Conducted a program for employability skills for the students of Edubridge, Ghaziabad. Covering Professionalism at work, Personality development and SWOT Analysis, Interpersonal skills & Communication skills, Confidence Building, Stress Management, Preparation for Interview/Commonly asked questions and answers, Reading job description, Basic Resume Writing and Mock interview.

ProPick Automation-

Customer Relationship Management: Created for the sales team this program was aimed at making the team understand the meaning & importance for customer relationship management. How to create and maintain good customer relations. The ways to do so and the benefits of the same. Also, how communication is an effective tool to be used.

Stress Management: Conducted Effective stress management program for their employees, to help them break the hold that stress has on their lives, to be happier, healthier and more productive.

Bucher Hydraulics India Pvt. Ltd –

Effective Communication Skills: Conducted training for middle management & managers on how to communicate effectively with various stakeholders in and outside their organization.

Rockman Industries Ltd-

Business Communication & Email Etiquette: Conducted online training for middle management & higher management to help them identify the importance of communication in Business Operations, contribute to a positive workplace culture through email.

Adumber Enterprises-

Sales Effectiveness: Conducted this program for the sales representatives. Training sales reps on sales skills such as probing, closing, supporting, mirroring, explain FAB (feature/benefit/value), active listening and call control techniques. Helping sales reps identify and understand the gaps between their products/services and customer expectations. This has helped in making appropriate changes to the products/services and moving closer to the sales targets.

Problem Solving: Conducted a session on problem solving for the using 5 Why technique effectively. This was done to address the problem of underselling of 1 particular product.

Hontech-

Presentation Skills and Selling skills: This program was for the sales team. It facilitated them on how to establish sales and customer retention goals. Monitor customer preferences to determine focus of sales efforts. Helped establish MIS for customer complaints and feedback. Setting up various MIS reports to capture data and training employees on their use and understand reports.

Change Management: This program was done to accommodate the teams to gear up for the changes that had to be adopted in the existing processes. Apart from guiding them to use the SARA model for change, the learners were explained to use the PDCA model to effectively understand why the change was important, the steps to be followed and why is a requirement for continuous improvement.

Vertex Machines-

Customer service training program: Developed for the sales team this, program was aimed at equipping the team members for understanding customers (types, behaviours, challenges they pose) better and serving them better accordingly.

Lifecare Systems-

Goal setting and time management: Created this program for underling the importance of Goal setting and time management for the team. How to set SMART goals and achieve them and manage time effectively.

Cox & Kings-

Understanding Personality, Winning Presentation & Effective Communication: Designed and developed this program the sales team and franchisees for the western region. Trained their sales teams both frontline & backend teams on the importance of customer service and customer centricity. How to understand personalities - self & others and apply it for maximum benefit of all. How to create winning presentations and communicate effectively.

POSCO-

Induction program: The induction program was for the new employees. It covered – History of POSCO-Overview, Establishment, Global POSCO way, Vision of POSCO-IPPC, Core Values, Global presence, India presence, Sister concerns of POSCO in India, Products & Services, Correlation of departments, Basic Flow of Coil Processing Center, HR policies.

Trainings conducted for the following:

- ✓ Time Management
- ✓ Communication Skills

- ✓ Interpersonal Relationships
- ✓ Customer Delight
- ✓ Selling Skills
- ✓ Customer Service Skills
- ✓ Conflict Management
- ✓ Induction Programs
- ✓ Interviewing Skills
- ✓ Presentation Skills
- ✓ Process & pre-process trainings for insurance-based projects

Team Leader and Training Co-coordinator – Treaties (Live & Run-Off)

Xchanging formerly Cambridge Integrated Services Private Ltd, Bangalore, India

Sep 2005-Nov2007

- Worked as a Team Leader for the Treaty team for a reputed KPO - Cambridge on a reinsurance project for the world's No.1 insurance & re-insurance brokers, handling a team of 25 members
- In UK from Oct-2005 to Nov-2005 for Pro-Rata Treaties process transitioning to India– pilot team Phase I for 5 weeks. Involved in transitioning of the Treaties process from onsite to offshore in Bangalore. Also worked through the Process mapping, documentation, training people back offshore & working through stabilizing the process.

Roles & responsibilities:

- **Project Transition**
- **Operations:**
- **Training Co-coordinator-**

Planning, developing and administering training programs/courses/activities; assessing training needs, and evaluating training/education programs for effectiveness of instructional methodology, content and effect on performance.

- *Training needs assessment & Instructional Design and Development, Scheduling & Assessment*
- *Facility Management & Equipment Management.*
- *Training delivery*
- *Document creation & management*
- *Training team handling*
- Responsible for key initiatives related to talent, performance management, and succession planning.

Team Leader and Training Coach– Motor Claims & Accident Management

WNS Pune, India

Feb 2001- Sep 2005

Team Leader

- Joined WNS as a 'Trainee Associate' in Feb' 2001 for a UK based client, on an insurance project
- Promoted as 'Customer Service Associate' and 'Training Coach' in Sep'2001
- Transferred to a UK based Insurance project (Accident & Claims Management process) in May 2003
- In UK from May 2003 to September 2003 for a Finance project transitioning to India

Roles & responsibilities:

- Identify the training needs of existing as well as new staff and conduct training sessions, as per the requirement
- Preparation of training schedules for new trainings and refresher training for the department
- Arrangement of the required training aids in association with the admin team

- Creation of training material as per customer specification and upgradation of the same
 - Imparting training to new trainees on the business, process and systems
 - Monitoring the trainees' performance and error rates during the training period and re-training
 - Conducting refresher trainings for staff based on requirements from supervisors or organizational needs
- Creation and maintenance of training records in line with the organization's quality policy and procedures

Senior Faculty

NIIT MS-CTEC Pune, India

Jun 2000-Nov 2000

- Imparted theoretical and practical training to students of various batches. (DOS, Word, Excel, PowerPoint, FoxPro 2.6, Windows'95, C and C++)

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