

# SATISH DEV KUMAR M



Mobile No: 9008254720/9845794109

email: [satishdevk@gmail.com](mailto:satishdevk@gmail.com)

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## Profile:

20+ years of Career with practical experience in **Training, Human Relations & People Management, ISO Audits**, Positive thinker with adequate problem-solving skills. Experience in Multi-cultural environment Self- motivated, innovative, Hardworking nature, Dedication, willingness to travel and ability to learn new things and flexible

## Work Experience in reverse chronological order

### Currently working as a freelance Trainer & Counselor from January 2020

Conducting Training programme's (Online and Direct) for:-

- Soft skills & Life Skills, Motivational & Time Management
- E- Learning, Training & Delivery
- House-keeping Under PMKVY-RPL /scheme
- Chauffeurs and Drivers Training Under RPL Scheme
- F & B Under PMKVY-RPL /scheme
- Digital Saksharatha/Awareness programmes
- ISO Internal Training, Audits and documentation,
- Emotional, Marital & Career Counseling ,

Conducted Online Training on “Effective Online Teaching, Assessment & Communication Skills Capacity Building Program” for BSDU Organized by Bhartiya Skill Development University (BSDU), Jaipur In collaboration with Commonwealth Educational Media Centre for Asia, New Delhi (CEMCA)

### From Dec 2016 - Dec 2019

Worked as Sr.Trainer for Orange Tech Solutions; Bangalore

- Executed Training batches for staff working in Hospitals/Govt Offices/Corporates/IT Companies/Manufacturing industries in Karnataka/Tamilnadu/Maharashtra/Andhra etc
- Chauffeurs and Drivers Training Under RPL Scheme
- F & B Under PMKVY-RPL scheme
- Organising Training programmes in co-ordination with the client's spoc
- Documentation of the trainees into the web portal and manual filing
- MIS of the execution of the training programmes,
- Managing the team of Trainer's and Franchisees/ Facilitators,

## Achievements

- Executed and Trained more 3000+ candidates for PMKVY-STT, RPL Type 2 at Employers location in THSC

### From May 2015 - Nov 2016

Worked as Sr. Exe Training in **M/s. SFO Technologies**, Bangalore

- Conducting Training Programs for **Housekeeping** Personnel
- Conducting Training Programs for **Drivers** and **Security** Personnel
- Collecting Training Requirement datas and Preparing of MIS report

- Co-ordinating with department-wise support personnel for Training requirements
- Coordinating with the management for need Analysis and Skill Matrix
- **Internal Training & Internal Auditing for ISO 9001:2008;**

From January 2007 - March 2015

Worked as **Asst. Manager - H.R. & Training**, in M/s. V.R.AUTOMATS, Bangalore

### **Job Responsibilities**

- Recruitment's and providing in-house training. Posting advertisements & approving advertisements for new employees, dealing with the agencies & consultancies, screening resumes and applications, setting interview appointments and involved in the hiring process
- Providing employee supervision and evaluations, conducting induction programmes, retraining employees, offering mediation services for struggling employees and employees that are not meeting standards. Supervises and administrative support personnel (HK)and assigns, reviews and evaluates their work
- Conducting Training Programs for Housekeeping Personnel
- Implementation of Company's Systems and Procedures
- **Maintaining of ISO Manuals, Documentation, developing and implementing of Quality process and procedures**
- **Internal ISO Audits, Internal Training and Updation of SOP**
- Coordination with QA, QC, Purchase, Account and Production department.
- Planning for Training Needs with Skill Matrix.

### **Achievements**

- Successfully implemented HR Policies, procedures, Etiquettes etc.,
- Trained personnel with new methods and usage of equipments
- Trained the Staff on ISO Process and maintaining of continuous improvements
- Ensured smooth operations by recruiting appropriate personnel to the concerned departments
- Successfully updated the documentation of ISO from 9001:2000 to 9001:2008
- Cleared Surveillance Audits without any Non Conformance's As an M.R.

From Sept 2005 - January 2007

Worked as **Senior Process Trainer** in M/s. HCL Technologies Ltd., Bangalore

### **Job Responsibilities**

- First point of contact for all the training requirement in the division
- Maintain records of team performance and Skill Matrix
- **Training** and updating the process knowledge to the new joiners
- Actively involved in retraining or training new employees or existing employees or answering questions that employees may have on policies or procedures within the company
- Co-ordinator for training programmes for the entire Division
- Project planning, training development and management
- BCP co-ordinator for entire process

### **Achievements**

- Was appreciated for Preparing new BCP document and Successfully passing the BCP test
- Ensured that the team members completed their training schedules without any hindrance to the regular works
- Controlled attrition during my tenure in the team

From Dec 2001 - Sept 2005

Worked as an **Executive - Training & Audit**, for Infotech Global India Ltd, Bangalore,

### **Job Responsibilities**

- Part of the HR team, interviewing, recruiting the candidates, screening resumes and applications, setting interview appointments and being involved in the hiring process
- Handling a Team of temporary staff, placing them with various franchisee's as per the requirements
- Providing in house training. Maintain records of team performance, production stats etc
- **Quality systems audit for ISO 9001:2000**
- Managing the team of audit consultants, supervising subordinates and setting target achieving goals and overseeing a team in developing and executing successful audit strategies, submitting reports to the management in terms of the sub ordinates performance.
- Implementations of systems and procedures

### **Achievements**

- **Successfully completed Training & implementation of ISO procedures within the organization and also in the entire franchisee network of 110 centres**
- Ensured 95% accuracy in the systems followed through continuous and regular audits
- Ensured 100% Customer satisfaction through continuous improvements and solving the customer problems and grievances

From Dec 95 to June 97; From June 97 - May 2000; From May 2000 - Dec 2001

Worked as

- a) **Stores Assistant** in M/s. GOODLASS NEROLAC PAINTS, Bangalore
- b) **Accounts Assistant** in M/s. AMARLAL S. & Co., Chartered Accountants, Bangalore.
- c) **H R Assistant** in M/s. Software Solution Integrated Limited, Bangalore

### Educational Qualification.

- MBA (Karnataka State Open University)
- Bachelor of Commerce (Bangalore University)

### Technical Qualification.

- Completed IRCA Lead Auditor Course for ISO 9001:2008 - QMS
- Completed NABCB Lead Auditor Course for ISO 22000 - FSMS
- Undergone TOT from NSDC - (THSC Certified trainer)
- Diploma in Counseling Skills

### Personal Details

Date of Birth : 20<sup>th</sup> March 1972  
Languages known : English, Hindi, Kannada, Telugu, Tamil, Malayalam,  
Nationality : Indian