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|  Tanya D'silva

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| **Contact** |

 Address Bangalore, Karnataka Phone 9611896958E-mail tanyadsilva1@gmail.com

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| **Skills** |

 Soft Skills Training Process Training Project Management Content Development Quality Audits Recruitment Policies & Processes Implementation. People Management Compensation & Benefits and Payroll Performance Management Lotus NotesSalary and compensationBudgetingContent Development Customer Satisfaction Payroll Performance Appraisal Recruitment SAP HR Seibel Vendor ManagementStrategic Planning |  * My objective is to gain a position directly involved with business operations improvement, utilizing my organizational and educational skills as a Corporate Trainer or Account coordinator or a combination of both.
* ****Professional Synopsis****
* A dynamic professional with more than ten years of rich experience in Training & Development, Policies & Processes Implementation, Project Management, Quality monitoring and Content development.
* Talented Account Coordinator focused on being an outstanding liaison to customers and personnel. Dedicated to working hard in competitive environments. Known for top-of-the-line work and great service.
* A keen planner, strategist & implementer with demonstrated abilities in handling multiple assignments under high pressure and consistently meet deadlines.
* Expertise in Training/mentoring and conducting quality audits to ensure optimal utilization of resources.
* Demonstrated abilities in cementing healthy relationship between the Corporate and its client and leading workforce towards accomplishing business and corporate goals.
* Excellent communication & interpersonal skills with strong analytical, team building, problem solving and organizational abilities.

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| **Work History** |

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|   | 2013-10 - 2017-12 |   | **Account Coordinator***Deluxe Digital Studios, Bangalore, Karnataka** Accomplishes client objectives by selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining team members.
* Communicating job expectations, planning, monitoring, appraising, and reviewing job contributions; enforcing policies and procedures.
* ****Project planning****: Guide work from client needs and idea to goals and delivery.
* Build and delegate work plans, communicating progress to account executives.
* ****Accountability****: Set clear expectations and goals for project teams.
* Track progress against timeline, milestones and budget, revise as needed.
* Approval of purchase order requisitions
* Approval of supplier invoices for payment .
* Induct new team members into the project.
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|   | 2012-06 - 2012-12 |   | **Training Executive***Ocwen* * Own Training delivery planning and logistics (Training rooms & Infrastructure) Maintain standardized training records for training imparted, skill inventory and certification.
* Conduct process training for all new hires and soft skills training for all employees.
* Prepare short and long-term training schedules and track progress of participants to ensure that the learning objectives are being met while checking for compliance and completion of all requirements for assigned personnel.
* Maintain standardized training records for training imparted, skill inventory and certification.
* Conduct process training for all new hires.
* Soft skills training.
* Content Development.
* Monitor and give feedback on Accent & Soft Skills to agents on the Production Floor.
* Motivate and encourage the team on performance.
* Ensure the Customer Satisfaction scores increase.
* Conduct short bursts of refresher training for agents on the floor at regular intervals.
* Regularly add value to the team by teaching appropriate responses on calls.
* Quality monitoring.
* Maintain training records.
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|   | 2009-06 - 2011-08 |   | **Learning & Development – Process Specialist***Hewlett-Packard* * Act as a facilitator for virtual classroom trainings for Hewlett-Packard employees from all over the world.
* Conduct quality checks and provide feedback to team member.
* Responsible for completion and maintenance of Knowledge documentation for the process .Own Training delivery planning and logistics (Training rooms & Infrastructure) Maintain standardized training records for training imparted, skill inventory and certification.
* Conduct process and soft skills training for all new hires.
* Conduct quality checks for all team members and providing feedback.
* Cascade process updates to the team.
* Responsible for all process documentation.
* Create user friendly process checklists.
* Analyze and document information and requirements to support the process.
* Conduct Induction for new hires.
* Responsible for process certification.
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|   | 2005-05 - 2008-11 |   | **HR Process Analyst***Accenture* * Handling Leave of absence of Accenture employees:.
* Manage Leave of absence for the onshore by explaining the employees the type of leave they can take for their situation.
* Collecting and approving the paperwork for their upcoming leave.
* Handling their attendance, pay and any other activities during their leave.
* Returning them to work as per the law and need to make sure that they adhere to the laws.
* Conduct process training for all new hires.
* Key Responsibilities: Handling a team of 15 members to train and advise them on complex issues/problems.
* Performance Management/ Facilitate in Performance Appraisal.
* Policy Implementation.
* Training & Development.
* Payroll/Compensation & Benefits.
* Quality Monitoring and providing feedback.
* Main point of contact for the client for all escalations.
* Recruitment.
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| **Education** |

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|   | 2012-01 - 2012-05 |   | **Diploma: French ( B1 Level)***School of Languages -* Bangalore |

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|   | 2012-01 - 2012-05 |   | **Diploma: French (A2 Level)***Alliance Francaise*  |

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|   | 2001-06 - 2004-07 |   | **Bachelor of Commerce** *University of Kerala*  |

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