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| Tanya D'silva     |  | | --- | | **Contact** |     Address  Bangalore, Karnataka  Phone  9611896958  E-mail  tanyadsilva1@gmail.com     |  | | --- | | **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 Notes    Salary and compensation    Budgeting    Content Development    Customer Satisfaction    Payroll    Performance Appraisal    Recruitment    SAP HR    Seibel    Vendor Management    Strategic 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.      |  | | --- | | **Work History** |      |  |  |  |  | | --- | --- | --- | --- | |  | 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. |  |  |  |  |  | | --- | --- | --- | --- | |  | 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. |  |  |  |  |  | | --- | --- | --- | --- | |  | 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. |  |  |  |  |  | | --- | --- | --- | --- | |  | 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. |      |  | | --- | | **Education** |      |  |  |  |  | | --- | --- | --- | --- | |  | 2012-01 - 2012-05 |  | **Diploma: French ( B1 Level)**  *School of Languages -* Bangalore |  |  |  |  |  | | --- | --- | --- | --- | |  | 2012-01 - 2012-05 |  | **Diploma: French (A2 Level)**  *Alliance Francaise* |  |  |  |  |  | | --- | --- | --- | --- | |  | 2001-06 - 2004-07 |  | **Bachelor of Commerce**  *University of Kerala* | |

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