

# Imtiyaz Ali

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## Summary

Being passionate trainer from 2 years, having strong agility of learning, change, evolve and training the same. My passion to made the desired business professionals and leaders for digital business world for a Company/Client which provides good learning platform and applying environment of skills to enhance the company's growth in the dynamic market world and helps me to achieve my career goals as well.

## Experience

-  **Process Trainer** Aug 2018- Dec 2019  
17 months
- Wipro Digital Operations and Platforms
- Responsible for conducting Induction about Role, company/client and responsibilities.
  - process/product Knowledge Delivery by classroom training to newly hired employees
  - Real time Work simulation and case study experience with tool and support
  - Assessment on the training acquired by trainees to certify them for process
  - On the job training period observations and Quality checks
  - Performance gap identification and Data collating on performance
  - Analysis on performances and identifying the improvement areas
  - One on One discussions to understand Root cause
  - Coaching employees on gap identified areas with new methods and easy approach
  - Tracking the performance improvement and sharing with stakeholder
  - Data management on training records
  - Collaboratively working along with peer trainers towards organization O&G
  - Training content development using digital tool
-  **Content Moderator** Mar 2018 - Jul 2018  
5 months
- Wipro Digital Operations and Platforms
- Trust and safety norms practicing on the customer requested digital media/marketing Ads
  - Analyzing the Patterns and flags on the ads and addressing them accordingly
  - Performing analytics on patterns of types of flags, updating respective teams to heads on monitoring
  - data management on patterns
  - performing on good quality Moderation to hold client reputation and to serve better the customer
  - continuous updating knowledge on norms of content moderation on particular templates and procedures
-  **Production Specialist** Mar 2016 - Feb 2018  
2 years
- Wipro Digital Operations and Platforms
- Major responsibility to take Customer calls and Help them on product/technical issue resolution with 360 customer service experience
  - Lead generation for new product/service launched
  - SAP/CRM application usage and updating details in the database
  - Service request data management and report sharing with client

## Education

	<b>K.S.R.M. College of Engineering</b> Bachelor of Technology (B.Tech.), Electrical and Electronics Engineering	2011 - 2015
	<b>Sri vidya junior college, proddatur,kadapa</b> 12th, Mathematics, Physics and Chemistry	2009 - 2011
	<b>M.U.H.SCHOOL KOTHA KOTTALA</b> SSC, Schooling	2004 - 2009

## Skills

 Training Delivery • Employee Learning & Development • Employee Orientations • Coaching • training need analysis • Training Programme Design • New Hire Training • Team Leadership • Gsuite • Microsoft Office

## Certifications

**Train the Trainer • LinkedIn/Wipro**

## Honors & Awards

**Outstanding performance • Suranjan Banerjee • Nov 2018**

I had been rewarded Top Performer of year 2017-18

**Certificate of Recognition • Suranjan Banerjee • Apr 2017**

Best contributor to the growth of the organization in the year 2016-17.