**Gayatri Roy Choudhury**

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**Project Management – Training & Operations**

**Employee Engagement/Planning & Development**

**Objective**

* An energetic and a positive person with a combination of Passion and Experience , bringing to the table an ability to combine my Training experience and people management skills to achieve the goals as expected by the Business and the organization.  
    
  16 years of dynamic experience in both IT and Non IT companies having experience in **Project management, Strategic planning, change management, Leadership development, and group dynamics.**

**Core Competencies:**

* Leadership Development
* People Management
* Organizational development
* Negotiation skills development
* Instructional Design & development
* Communication and soft sills
* Voice & Accent

**Achievements:**

* Was part of a special project with Synchrony Financial services on having to train the Telangana Police on Friendly policing which dealt with polite exchange of dialogues with complainants.
* Have received Bronze award in 2014/2015 for volunteering to support HR for managing one of the events.
* Received a Bright star award for outstanding contribution to Training & Development by AVP Training.
* Have received Q4 Excellence Award for outstanding contributions to Enterprise operations Training & Stakeholders.
* Leadership skills certified in OSI – SYSTEMS
* Have headed various projects in Google and trained managers on leadership skills.
* Created content based on Instructional design and development

**Team Lead: Google Services (Vendor) Nov 2018 till Aug 5, 2020. – Cognizant Technology Solutions.**

* Created Google forms for Pre Assessment, Mid and Post Assessment.
* Agents performances for the test was measured based on the assessment forms created.
* Assessment forms created was based on their knowledge of topics being shared and taught.
* CEFR was used during the hiring process to evaluate candidates language proficiency level.
* Vocabulary and language proficiency was checked using CEFR assessment.
* Comprehension passages, vocabulary check were part of the Assessment.
* Trained associates and showed improvement using the RAG methodology.
* Red, Amber and Green were used to highlight the performances of associates.
* Green were considered the best, Amber was independent and RED needed more attention and focus.
* 98% of associates were able to move up the level in terms of the Assessments.
* Out of 15 associates 12 associates scored very well summing upto 95% of pass percentage.
* Trained the first level managers on leadership skills and implementation of skills.
* Used instructional design for creating training modules.
* Was solely responsible to support and educate associates and first level managers on various aspects of communication skills.
* Managed and conducted trainings and coaching for targeted associates to help them improve the quality of work from a communication standpoint.
* Have trained associates on Business writing skills, Customer Service Excellence, Soft Skills and grammar.
* Received appreciation from clients for the hard work put in.
* Post training the Quality scores and CSAT scores from a communication stand point shot up showing an improvement.

**RIKI GLOBAL TRADING PVT. LTD: 10 July 18 – 26 Oct 18.**

* Worked as Marketing Executive
* Got to work with the internal sales department of the organization.
* Was responsible to handle the stock quantity of for the Exhibitions held at various venues of our organization.
* Worked closely with the director to understand the business needs.

**SYNCHRONY INTERNATIONAL SERVICES PVT. LTD – OCT 2014 – APR 2018**

**Key Result Areas:**

* Trained numerous batches on Communication & soft skills
* Have achieved more than 98% conversion in all batches
* Actively supported Hiring / Recruitment at all point in time.
* Have worked in rotational shifts
* Been part of Various Networks and took part in many activities
* Have created and updated Training modules as and when required.
* Have also successfully supported consultancy hiring in the organization
* Been part of Collections Recovery batches and trained them effectively on communication and soft skills
* Have trained batches across all portfolios.
* Was trained on an Email & other processes when required.

**OSI SYSTEMS PVT. LTD (IT Industry) - JAN 2011 – DEC 2013**

**Key Result Areas:**

* Headed the Training piece
* Was responsible for making Training calendars and roll outs
* Developed various Training & Development modules based on business requirement.
* Trained all the professionals across the organisation on business communication.
* Was responsible for the TNI process across the organisation and made modules based on soft skills

And communication skills

* Have been the MC for a lot of programs.
* Appreciated by the stake holders for Training imparted on Business communication, soft skills,

Verbal communication

* Monitored calls of Internal IT teams and shared feedback
* Delivered Behavioural Training for certain masses.
* Behavioural Trainings such as Interpersonal skills, Time Management were imparted to various Teams across.

**Tech Mahindra (formerly known as Satyam BPO & Nipuna Services) (July 2007 – Jan 2011)**

**Key Result Areas:**

* Trained New hire batches.
* Was responsible for content development based on functional requirement.
* Conducted TNI’S (Training Need Identification) for the entire portfolio to check what improvement was needed based on Communication.
* Developed a Training module on Customer Service Refresher course.
* Trained professionals on Business Communication (Email Writing Skills, Business Email, Office Etiquette)
* Was responsible to train Engineers within the organisation on communication skills, soft skills & Business writing skills.
* Trained numerous batches of Aspiring Engineers.
* Was responsible for maintaining Training data based on batches trained, attrition percentage, pass percentage etc.
* Conducted calibration sessions on Call monitoring skills

**Sphere Headed Recruitment in Tech Mahindra.**

* Had conducted Calibration sessions based on recruitment.
* Invited trainers to attend calibration on voice.
* Recorded interviews were played in calibration sessions and each trainer had to mark the interviewees based on various voice parameters
* Conducted calls with Vendors every week to look after the number of candidates to be hired per week, obtaining quotes with pricing, capabilities, turnaround times, and quality of work, negotiating contracts, managing relationships, assigning jobs, evaluating performance, and ensuring payments are made. It requires a lot of skills, resources, and time.

**Achievements:**

* Was recognised for various performances in Tech Mahindra.
* Achieved the best Trainer award for Training and managing Recruitment & Hiring
* Received numerous Pat on Back awards
* Moved up levels in Training Fraternity

**Work Experience**

**GENPACT: (April 2004 – July 2007)**

**Key Result Areas:**

* Accountable for Credit card collections: Early Stage Collections
* Part of Early Stage Collections
* Was responsible for collecting dollars over the phone from the customers
* Numero Uno in collecting dollars and topped the chart in collections team.
* Took initiatives to publish weekly Training data in pie chart format.
* Was involved in creating Training modules for various Training needs across different functions in the organisation.
* Was part of GTA (Genpact Training Academy) & VNA (Voice & Accent Training).
* Was responsible for 99.9% of yield conversion from the Training batches.
* Trained professionals on communication skills while focussing on the nuances of grammar, sentence construction, soft skills & voice Intonation.
* Was instrumental in maintaining the Training data which served as a reference tool to track the performance of the agents.
* Converted over 95% of candidates into professionals and successfully placed them into various functions across Genpact.

**Worked in Vijayawada:**

* Worked in Vijayawada as an Acting Training Manager through GENPACT.
* Was responsible for handling the performance of four Communication Trainers who were reporting to me.
* Conducted weekly meetings to check and ensure if process was being followed to the Core.
* Initiated change & welcomed new ideas from trainers and brain stormed to check its feasibility for the professionals.
* Received appreciation for the same by the AVP Training.
* Have experience in vendor management.
* Resource Management & Recruitment process
* Client Delivery & Client Relationship

Developed and implemented a New Quality control regime to assess customer service representative employee effectiveness, reducing service cancellation by 8%, and improving customer satisfaction rating by 15%

Updated Training documents and implemented a new Training strategy

**EDUCATION**

* M.E.C. (Intermediate – Mathematics, Economics & Commerce)
* B.COM (Honours) - Graduation

**PERSONAL DETAILS**

Date of Birth: 25 OCT 1982

Languages Known: English, Hindi, Bengali and Telugu