

NIKKI CHADHA

Mumbai, India

Mobile: +91 9137804279

E-Mail: nikkichadha0730@gmail.com

LinkedIn: <https://in.linkedin.com/pub/nikki-chadha/16/3a2/884>

*Seeking challenging assignments in **Training & Development arena** with a company having a global vision to enhance the horizon of knowledge and work in a team environment to carve out niche*

- Highly competent and dedicated professional with **over 9+ years' of extensive experience and proven competency in Operations, Training & Development**
- Skillful in **Training Planning, Communication skills and Cross-Cultural Management Issues**
- Proficient in strategizing and improving trainings by innovating new training techniques and working towards elimination of any defects in the existing training process
- Expert in Training & Development and Training Function Management
- Ability to use various methods in the assessment, planning, development, implementation, and evaluation of training needs and programs
- Excellence in developing action plans and report out the improvement process in business reviews
- Dedicated professional with excellent ability in expressing ideas clearly
- Research, experiment, and test new technology, applications, and methods of information delivery
- Excellent ability to relate to staff at all levels and to encourage & motivate people

CORE COMPETENCIES

- Training Management
- Client Management & Engagement
- Customer Service Operations
- MIS Reporting
- Training Development &
- Team Management
- Project Management
- Training Delivery
- Content Development
- SLA Management
- Strategic Planning
- Performance Enhancement

EDUCATION

- Bachelors in Arts - Calorx Teacher's University, India - 2012
- Diploma and certification in Life Coaching
- Certified Cognitive Behavioural Therapy practitioner
- Certified level 3 Master Technician in cell phone repair and forensics from Wild PCS Las Vegas NV USA

GLOBAL EXPOSURE

- Gained International exposure by interacting with the client of USA, Australia and UK

- Successfully completed level 3 certification as Master Technician for cell phone technology and repair from Wild PCS Las Vegas USA
- British Council trained Trainer and Master Trainer
- Certified by Dale Carnegie on Leadership skills

ACCOLADES

- Honored with The Class Of 2011' Award as the best AM for Consistent performance in 2011
- Recipient of the Best Team Award in the last quarter for introducing a new training concept in association with the V and A team
- Recognized as a Best Performer in Training 2009-2010
- Received several appreciations from the clients on various occasions across site which includes: North American Health Desk (Okhla, Delhi) Apria Healthcare provider (Thane, Mumbai) and Barclays Online Banking (Malad)
- Got promoted as a Trainer in a span of ten months after working with Barclays OLB and an advisor
- Successfully completed level 3 certification as Master Technician for cell phone repair from Wild PCS Las Vegas USA
- Set up 3 stores for SIYA LLC single handedly

CAREER CONTOUR

Organization	Designation	Duration
Freelance Training	Master Trainer Freelance	June 2017 - Date
Reliance JIO, Mumbai, India	Manager L&D- Master Trainer	Oct 2015 - May 2017
Siya LLC Las Vegas America	Manager Retail Operations & Training	Aug 2013 - Oct 2015
Serco Global Services Mumbai, India	Assistant Manager - Training	Dec 2007 - Jan 2013

KEY DELIVERABLES

Manager L&D- Master Trainer

- Conducting Facilitation skills workshop for Trainers Pan India along with content development for Behavior related modules as well
- Working with the content development team in enhancing the content as per the TNI from the call centers and ensuring maximum effectiveness
- Weekly classroom observations for the partner trainers ensuring adherence to the training modules
- Certifying the management and the Partner training team on content and product
- Ensuring the critical updates are rolled out correctly and are mapped back into process training
- Tracking the updates with regards to tools and rolling out modules accordingly

- Creating training plans for the zones and ensuring the delivery is done as per the allocated time
- Keeping a close watch on the top call drivers and continuously working with the partner management to ensure timely plans to curb any emergencies

Manager Retail Operations/Training

- Effectively involved in performing
 - Needs assessments, performance reviews, capacity planning, and cost/benefit analysis
 - Identifying and evaluating state-of-the-art technologies; defining user requirements
 - Establishing technical specifications, and production, productivity, quality, and customer-service standards
 - Contributing information and analysis to organizational strategic plans and reviews
- Drove impressive improvements by developing customer interaction and voice response systems, and voice networks; designing user interfaces; executing user acceptance test plans; planning and controlling implementations
- Monitoring system performances, complete system audits & analyses identify and resolve the problems effectively
- Responsible for the process improvement and quality assurance programs installing upgrades
- Plan human resource requirements in consultation with heads of different functional & operational area, organizing & conducting selection interviews and induction programs
- Accountable for store financial objectives by estimating requirements, preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions
- Generating store performance reports by collecting, analyzing, and summarizing data and trends
- Involved in the evaluation and installing of equipment's, develop preventive maintenance programs and upgrade the same
- Excellent technical knowledge of
 - ✓ Tracking emerging trends in retail operations management;
 - ✓ Attending educational workshops; reviewing professional publications
 - ✓ Benchmarking state-of-the-art practices; participating in professional societies

Assistant Manager Training

- Spearheading all the projects and their activities within the organization
- Effectively managed team of Trainers, trained new joinees for Lumo Energy (Core & Process Training)
- Involved in Core Training for Thane site (Apria and Equifax)
- Imparted training to team members, established and maintained successful client engagements
- Generated MIS reports for the various activities/programs conducted
- Functionally worked on customer satisfaction projects for various processes like Apria & Lumo Energy
- Maintaining "WLC" (Wins Learns and Changes) reports for all processes across Intelenet with regards to Process Training and gauging effectiveness
- Responsible for Service Level Agreements (SLAs) are met consistently
- Created Monthly / Batch on Batch Efficiency and Effectiveness Dashboards for each client
- Effectively handled administrative as well as functional reporting of all the Senior Training Officers and Training Officers
- Building relationships with clients and providing operational support, management development training to meet outsourcing contact-centre environments

- Hands-on experience in implementation and management of interventions that enhanced leadership skills, minimized loss, increased performance levels, and positively impacted employee satisfaction
- Managed Australian clients for Lumo Energy and the American clients for Apria Healthcare
- Involved in content development and re-vamping for various processes
- Groomed trainers across processes on training methodology, presentation skills and behavior

Core Trainer

- Trained new recruits on the content defined and operationalized programs for American, Australian and British processes
- Performed refresher trainings program OLB, Apria, VCC, VE
- Rendered support North American Help Desk (NAHD) and Apria on floor support and feedback
- Managed, identified and resolved issues, such as employee retention, skill development, professional growth, succession planning, performance improvement, training coverage, unique learners, learner delight scores and expenses etc
- Served as a part of the process transition and set up (Apria) from Mahape to Thane
- Effectively designed content for core training for Apria (American Process) and provided refresher trainings for clients like Online Banking and Apria
- Maintained new hire training yield reports for the trainers in Thane and Gurgaon and audited the reports for all the batches
- Co-developed and conducted Train the Trainer (TTT) programs for the Apria VC team in Thane and Gurgaon
- Responsible for the creation of Voice Coaching plans for the VCs in Apria
- Participated actively in training resource allocation to meet Induction, new-hire and refresher training requirements for Apria Thane and Gurgaon

References: Available upon request