

Asavari S. Sharma, M.A. (Eng.Lit.), M.Com.

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Synopsis: I have **fifteen** years of training experience and am passionate about training. My training experience is diversified into Soft Skills, Communication Skills (V&A), Behavioral Skills, Content Development, Project Management & Supervision, and Overseas Culture.

OBJECTIVE(S)

A senior position that requires learning skills and abilities to:

[Work well with a diverse group of people]

[Positively motivate others by managing work stress and facing challenges]

EXPERIENCE

Assistant Manager – Training

WNS Global Services Pvt. Ltd.

July 2013 – February 2015

- Conducting NHT & Refreshers on BWS & Communication Skills
- Handling and conducting mid-line management workshops and training projects (mostly Behavioral & Business Communication)
- Compilation of data for business reviews
- Acting as a Change Consultant to facilitate change in baseline, frontline and middle-line management activities
- Data Maintenance under MIS & Preparation of Training Calendar
- Initializing & Conducting FLM Trainings
- Managing Multi-dimensional Projects on English Language, Decision Making Skills, People Management, Relationship Building Skills & Leadership Skills in collaboration with HR and Operations and Branding
- Train the Trainer sessions & conducting TNI & TNA
- Assistance in streamlining SBS & Proof Reading activities
- Content Creation, Revamping & Development
- Resource Allocation & Client Relationship Management
- Lower Management Supervision – Coaching & Guidance to Coaches, TLs, Junior Trainers, Proof Readers & Lead Instructors

Founder/Owner & Training Specialist

Xperts Training Center

Jan. 2010 – June 2013

- **Content Development** – V&A, Medical Transcription (American V&A and Culture), Personality Development, Business Communication, Customer Service, Telephone Etiquette, Interview Handling Skills, ESL, Train the Trainer and Overseas Culture
- Classroom V&A Training & English Speaking Sessions, Call – Monitoring, Conferences, Vendor Screening & **Train The Trainer Certification Process.**
- Attending **International Trainers’ Joint Meetings and Seminars** as a lead guest and Counselor
- Client Meetings & Training Amendment in collaboration with the leading BPOs, KPOs and MNCs.
- Amendment of TNI tools and Monthly re-evaluation of Training Matrix
- Maintaining & organizing MIS and Vendor Screening & Management

	<ul style="list-style-type: none"> • Parallel scrutiny of multiple training streams & Budget Report analysis • Maintenance of MIS and QBR, MBR plus YBR with the clients
	<p>Sr. Voice and Accent Specialist CBay Systems (India) Pvt. Ltd. Sept.2008 – Jan. 2010</p> <ul style="list-style-type: none"> • Reporting Manager to Junior V&A Trainers • Involvement in HR activities such as selection & recruitment • Training calendar, Surveys, Retrospection, TNA, TNE and TNI • Extensive traveling to manage and conduct trainings at Bangalore, Mumbai, Pune, Hyderabad, and Nagpur • TTT and Senior Management Training Experience involved • Documentation, Formation and Evaluation of Training Records pertaining to Voice and Accent • R&D, Overseas Meetings, Interviews, Team Briefings – Process Trainers & English faculties, Conferences, Audio-video recordings
	<p>Freelance – Trainer NEXT Training Institute May 2007 – Sept. 2008</p>
	<p>Sr. Voice & Accent Trainer Zenta Technologies Pvt. India Ltd. Sept. 2005 – May 2007</p>
	<p>Sr. Voice & Accent Trainer Exult Client Services Pvt. Ltd. Jan.2004 – Sept.2005 (On Contract)</p>
	<p>Voice & Accent Trainer Techknowledge/Vigent Private Solutions Ltd. Sept.2000 to Jan.2004</p>
EDUCATION	<p>Masters of Arts (English Literature) 2008 – 2010, University of Mumbai, India</p> <ul style="list-style-type: none"> • Scored Second Grade. Special Subjects were Modern, American and Irish Literature
	<p>Masters of Commerce (Human Resources & Economics) 2000 – 2002, University of Mumbai, India</p> <ul style="list-style-type: none"> • Scored 56.87%. Special Subjects were Human- Resources, Business-Management and Economics
	<p>Bachelors of Commerce (Accounts) 1997 – 2000, V.K.K.M. College of Science & Commerce, Mumbai, India</p> <ul style="list-style-type: none"> • Scored 50.71%. Special Subjects were Business Communication & Human Resources

ACHIEVEMENTS	• Awarded as the Best Trainer in 2004 at Exult Pvt. Ltd.
	• Best Performance Award in Training in 2006 at Zenta Pvt. Ltd.
	• Certificate in Fine Arts (Drawing) in 1994 from MSAFA
	• Certificate in Scouts & Guides in 1994
	• Certificate in Marathi Language Scholarship in 1994 from MSBS
PERSONAL	<p>Date of Birth February 25th, 1979</p> <p>Languages Known Fluency In English, Hindi And Other Regional Languages of India.</p> <p>Hobbies And Interests Computers, Travelling, Music, Physical Fitness, Dance, Drawing And Reading.</p> <p>Additional Information Hold Driver's License & Passport</p> <p>Family Background I live in a family of 5. Grandparents were social workers. Father was a musician and assistant music-director (now retired). Mother was a manager with Western Railway Bank (now retired). Younger sister is a Freelance Content & News writer. Youngest sister is a professional Writer and Painting Artist.</p>