



Certified Life Coach from International Coach Academy, Australia with niche in Youth Success & Happiness.  
Scaling new heights of success and leaving a mark of excellence in unlocking the true potential of teams looking for professional growth.

Team Management

Passionate Facilitator

Sales & Marketing



Gurgaon - 122002



### Key Skills

Training

Team Management

Leadership

Coaching

Employee Engagement

Sales Management

Train the Trainer

Management Development

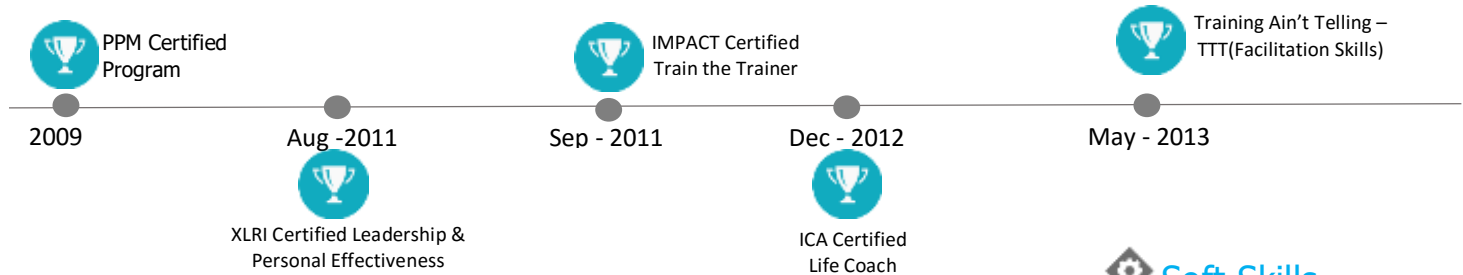
- ⊕ An accomplished L&D professional with consistent success of over 14 years in building and creating professional growth in dynamic and changing markets.
- ⊕ Currently working as Entrepreneur for Think HR India; Generating new business, identifying training needs, designing content, Delivering training and liaison with freelance trainers for assignments.
- ⊕ Established a consistent client base across Delhi- NCR as a preferred choice of Training Consultant.
- ⊕ Successfully delivered average Feedback score rating of above 90% for All Projects.
- ⊕ Formulated plans and translated strategies into executable channel Plans with successful implementation.
- ⊕ An effective leader with excellent communication, negotiation and Relationship building skills.



### Career Timeline



### Certifications



### Soft Skills



### Education



Certified Life Coach, International Coach Academy, Australia in 2013  
MBA (Insurance), Amity University, Noida in 2002  
B.com (Hons), Delhi University in 2001



## Work Experience

### **Think HR India Business Solutions, Delhi as Partner**

Complete responsibility of Business development, regular meetings with HR-Head to understand training requirements and designing customised programs. Facilitating programs with average feedback score of 90% above. Clients spread over Delhi-NCR, Mumbai and Kolkata.

### **Max Life Insurance Company Ltd. - North Zone - Delhi as Senior Manager - Learning & Development - Management Training**

Induction of Managers (AM – Senior Manager – AVP – TM) joining the organization with specializing in sales and recruitment training. Aligning with Zonal/Regional Managers for effectiveness of new managers as per the sales and recruitment targets.

#### **Significant Achievements:**

- ⊕ Successful in launch of New ADM on-board process.
- ⊕ Coaching the new managers to achieve the recruitment and sales targets.
- ⊕ 90% new managers qualified their sales targets by end of 30 days of joining.
- ⊕ Successful in developing new managers to achieve 6-month recruitment targets.
- ⊕ Launched the monthly sales magazine "Igniting Leaders" for entire zone.
- ⊕ Mentor new trainers joining the organization to successfully conduct training in their respective branch offices.

### **Max Life Insurance Co Ltd. – Gurgaon, Delhi & Pune as Sales Development Manager**

Responsible for success of productivity of branch office through training interventions for new joiners on Insurance Sales and Products.

#### **Significant Achievements:**

- ⊕ Won quarterly awards for highest pass %
- ⊕ Won "Ring the Bell" Contest on designing the best module and listed in Top 30 in the country.
- ⊕ Worked on various projects to improve business and trainings.(M-Power, Case Activation and Ring The Bell)
- ⊕ Involved as Research Specialist and Content Developer for North Zone Magazine "DISCOVER" , "Enhancing Personal Effectiveness" and "Change Management"
- ⊕ Contributed ideas in designing modules and presentations for Trainers School of Excellence and Naayee Udaan – Training initiatives for the zone.
- ⊕ Mentored 4 office Trainers of Delhi, Haryana & Pune.
- ⊕ Launched Convocation Ceremony for the Gurgaon office trainers to improve business and New Agent Productivity.
- ⊕ Launched West Zone 2 Training Journal "PACE"
- ⊕ Successfully inducted 10 Sales Managers to achieve their business plan and recruitment standards.
- ⊕ Instrumental in motivating agents to join management through Avenues program.
- ⊕ 30% contribution of New Agent Productivity towards achieving Business Targets of the office.

### **EXL Services (I) Pvt. Ltd, Noida as Process Trainer (Voice based – UK Motor Claims)**

Responsible for training all new hires/agents on the new SIP (Exceed) System and regularly assessing the skill gaps in low performers.

#### **Significant Achievements:**

- ⊕ Chosen as a Process Trainer for migrating new process from UK
- ⊕ Recognized as a 'Best Performer' – Promoted as Process Trainer
- ⊕ Successfully trained twelve batches including pilot batch for new process