



RAGHUNANDAN PATTANAİK

CORPORATE TRAINER

TRAINING DEVELOPMENT PROFESSIONAL

Top notch Training and Development Manager with great background in providing leadership and managing the implementation of Company's Learning Development strategy; setting up a 'One Stop Shop' Training and Development systems and processes in the HR and Training Team to liaise and work in partnership with Training and Development providers, managers and staff who require Training and Development support.

AREAS OF EXPERTISE

PROFESSIONAL OVERVIEW

Currently working as Corporate Trainer (Training Function) in association with :-

Area of Operation: Odisha, Chhattisgarh, Jharkhand, Bihar, West Bengal, Tripura, Assam & Northeast.

Training & Development – Micromax informatics Ltd (Eastern region)

- Conducting 1 day training session for Sales Team of Micromax across 23 location of east.
- Conducting session for product knowledge, technical features, behavioral skill and soft skill, to develop them about their daily job assignment.
- Conducting session how to pitch Smart Phone to a customer in their stores.
- Life skill session for how to close unique technique methodology to sale a Smart phone.
- Conducting session how to pitch Tablet to a customer.
- Random role plays and assessment to improvisation of their knowledge and how to handle customer in a crowd surrounding at their stores.
- Every month trained 550 Sales team across all location of East- Orissa, Jharkhand, Bihar, Chhattisgarh, West Bengal, Assam, Tripura and Meghalaya.
- Every month achievement of 40cr. sales by sales team with the help of effective Sales training & efficient development with soft skill as well as life skills.
- Conducting Grooming & etiquettes session for sales team.
- Every month assessment of various skills.
- Recognized best Star Performer among sales team every month.
- Extensive traveling to all location of east for training.
- Delivery training to impact sales techniques to sale Smart phone in market.
- Conducting 3-days Team Leaders training session once in a two months.
- Conducted TTT for Route trainers of Micromax.
- Conducting Sales & Behavior training to Sales team as well as Team Leaders.
- Conducting 2 days workshop program for Team Leaders across East zone.

Training & Development – Life Insurance Corporation of India

- Conducted 6-days Induction Training for Development officers about REAR program.
- Trained them how to recruit and retain LIC Agent for ever.
- Life skill session to develop how to pitch product to a client.
- Conducting session how to support agents to clear IC-33 exam.
- Conducting grooming session for Development officers.
- Conducting session how to train agents about to motivate in their job every day.
- Conducting sales training – how to improve sales at least 20% every month.
- Conducting Leadership skill development training for Development officers.

Training & Development – Mahindra Insurance Brokers Ltd

- Conducted Training program about Effective Interpersonal & communication skills for employees of Odisha & Chhattisgarh team.
- Conducted sales techniques to handle customer for financial product like Insurance.
- Conducted grooming & etiquettes session for leaders.
- Conducted effective sales techniques training for Insurance products.
- Conducted customer orientation program to customer centricity.
- Drive the business of Insurance products at various levels- 3cr premium in each state with sales team every month basis.

Training & Development – HDFC BANK

- Conducting 6-days Induction program for Branch Sales Officers.
- Delivery of product knowledge, financial market, processes and sales training.
- Conducting role plays and case studies during training session.
- Life skill assessment every 2 days during 6 days session.
- Conducted case studies for customer segmentation and offering solution for customer service.
- Introduce quality control mechanisms within training that eliminates poor attendance.
- Conducting Leadership skill training for employees.
- Conducting Interpersonal & Communication skill.

Training & Development – L & T Finance Ltd (Finance & Micro finance)

- Conducted 6-days training providing to Front line sales forces and Sales Managers.
- During training focus about company vision & mission.
- Product & sales training which is outstanding part of the session forever.
- Life skill training for identifying customer segmentation & customer service.
- Conducting role plays about to develop competency.
- End of the day encourage to sales force to achieve their goals.
- Manage training administrator Act as facilitator for workshops across the organization where appropriate.

Training & Development – Mahindra & Mahindra Finance Ltd (Eastern region)

- Conducted 2 days training session to Junior Management team.
- Conducted Grooming & Etiquettes session for middle to senior management team at Orissa & Chhattisgarh.
- Conducted customer focus training to sales team for development of sales and relationship with clients.
- Conducting Leadership, behavior, soft skill and sales training to improvisation of their past experience and retain organization for learning practice is a cycle.
- Life skill training for customer centricity.

Training & Development – Maruti Suzuki Ltd

- Conducting soft skill training to provide customer service to service advisors.
- Conducting Sales Training to sales force in terms of approach, demo, closing and offering finance.
- Conducting grooming & etiquettes session for Sales & Service advisors.
- Conducting behavioral session for service advisors.
- Conducting Leadership skills training for young leaders.

Training & Development – Voltas Ltd

- Conducting Grooming & etiquettes session for technical person.
- Conducting Grooming & etiquettes session for sales team.
- Conducting soft skill training.
- Conducting customer centricity program for sales team.

Training & Development – Honda Motorcycle & scooters India Pvt. Ltd

- Trained about product F&B to sales team at dealer network.

- Conducted soft skill training about behavior, body language, listening skills and sales approach.
- Conducted Sales training skill towards life skill presentation by Individual.
- Conducted telephonic skill drill to customer care executives for customer attitude.

Training & Development – Global Class Education Ltd

- Conducting smart teacher training for smart class.
- Preparing teachers about platform skill, presentation skill and how to handle child emotion.
- Conducting session for teachers about to learning methodology for school education.
- Conducting session for child psychology in classroom study.

Training & Development – Axis Bank / Karnataka Bank / Punjab National Bank

- Conducted skill enhancement Leadership training program for employees.
- Conducted Customer orientation program for Junior to Senior Management employees.
- Conducted unique sales training program to increase the sales volume in the branch.
- Conducted soft skill, behavioral skill and customer service training program.
- Conducted interpersonal skill training to employees from time to time.

Training & Development – JK Helene Curtis Ltd (Park Avenues)

- Conducted Sales Training program for Sales officers across Odisha.
- Conducted Dealer Management service providing training.
- Conducted soft skill, Behavioral and selling skill for Sales officers.

Training & Development – India Training

- Conducting Advance Life skill building training session at various Management & Engineering and University colleges.
- Pre Placement Training for students and career counseling.
- How to maintain body language, behavioral and soft skill at Interview.
- Prepare students about Financial Industry, FMCG, Durable and many more for corporate world interviews.
- Introduced SPIN methodology training to MBA- Marketing students and prepared them to zero ready professional.
- Conducting session to grooming students and ready for corporate world.
- Conducting mock interview session to practice for interviews.
- Conducted Retail management training for Management students through SPIN selling methodology.

Assessment – Performance Management System

- Conducting assessment for front line Sales force at Micromax every month in east zone.

PNB METLIFE INDIA INSURANCE CO. LTD, Trainer Manager from Nov 2007 to Apr 2011 (Odisha / Chattisgarh)

KRA's:- PATHSHALA – Part of world class training and development brand in India.

- We had given product training, sales training to employees of Axis & Karnataka Bank.
- Once in a month we had conducted customer orientation training program.
- Conducted leadership training to team of Axis Bank employees once in a month.
- Every Saturday there was a skill enhancement training for Bank employees.
- Every month business drives 6-7 cr. of premium business at Axis Bank and Karnataka Bank of various branches across Odisha and Chhattisgarh.
- Every month conducted 30-40 branches of Axis Bank & 5-6 branches of Karnataka Bank across odisha and chattisgarh region.
- Training & development responsible for Punjab National Bank of Chhattisgarh.
- Conducted soft skill, behavioral skill and motivational session across the region to develop the sales process.
- Conducted skill enhancement program for corporate channel like Bonanza, Anagram, Bajaj Capital and CWAD channel for Odisha.
- Conducted 3 days Sales Managers Orientation Program (SMOP) at branch level.
- Conducted 5 days Sales Managers (MMIS) Induction Program for Agency channel.
- Drive Sales Manager's goal sheet through Mile stone meeting on during Saturday drill.

- Conducted 3 days CST program for licensed FA and update their codes in SWIFT.
- Conducted PAP / EAP / MAP advance training program for vintage FA's in Odisha.

3. Bajaj Allianz Life Insurance Co. Ltd, Branch Training Manager from Aug 2007-Oct 2007.

4. Indo Oceanian Foods Ltd, Asst. Manager HR Jan 2003-July 2007 Bhubaneswar.

5. Goup Leader at Eureka Forbes Ltd, May 1995-Dec 2002 Bhubaneswar.

The Attainments As Training Manager

- Awarded Belt Certified Trainer from MetLife.
- Awarded 2nd Position in Eastern region as per Trainer Ranking 2008.
- Awarded No-1 Trainer in the East during KIP contest (JAS 09).
- Compliance audit rating 4 in my branches.
- Responsible training providing to Bank employees as Adult learning methodology.
- Training providing to Telecom employees across East for Sales Improvement skill.

ACADEMIC CREDENTIALS

Pass out MBA

Professional CERTIFICATION

- Certified LICENTIATE from Insurance Institute of India.
- Certification Program on Financial Planning from Knowledge Network India Pvt. Ltd.
- Certified Copper Level trainer for Global International Education,USA.
- Trainer Belt Certification by METLIFE.
- Certified by Honda Motorcycle & scooters India Pvt. Ltd, Gurgaon.

PERSONAL DOSSIER

Gender	: Male
Age	: 42 Yrs
Language Known	: Odia, Hindi, English and Bengali.
Address	: Plot- 3102, Lewis Road, Near Ravi Talkies square Kedar Gouri Park, Bhubaneswar-751002

Raghunandan Pattanaik