

Saira Nikhat Imam
Hyderabad, India |



Saira Nikhat Imam is a Freelance Corporate Trainer with focus on Organizational Leadership, Team Building, Performance Management, Time Management, Business Communication, Coaching and Facilitation, Customer Services Delivery, Personal Grooming Social Skills, Emotional Intelligence and Intrapersonal Skills Development. Her expertise, spanning over 8 years of industry experience, addresses the challenging needs of the corporate, educational institutes and individuals while working with a proper project plan and delivering the required deliverables. Saira delivers hard hitting and effective training experiences that include a wide array of customized behavioral training solutions as well.

Specialties:

- Organizational Leadership
- Team Building
- Performance Management
- Emotional Intelligence
- Time Management
- Business Communication
- Coaching and Facilitation
- Customer Services Delivery
- Personal Grooming Social Skills
- Intrapersonal Skills Development
- Communication Skills
- Voice and Accent
- Basic Computer Skills
- Content Development
- Basic Accounts and Finance Management
- Social Media

Career Highlights:

- ✓ Delivered a guest lecture in MBA institute on 21st May 2014
- ✓ Invited on women's day (March 8 2014) by Pega Systems and delivered a guest lecture about Business Etiquettes.
- ✓ Conferred the best trainer of the quarter on
- ✓ Adjudged the best performer in the month of April 2006
- ✓ Received customer appreciation multiple times.

Professional Experience:

Freelancer (April/2010 - Current)

I have been designing and delivering training programs on various subjects, mainly related to English language, Organisation Development and Human behaviour.

(Wipro Technologies, Sutherland Global, IBM, GE Capital, Netenrich, Wells Fargo, JP Morgan Chase, Cognizant, Genpact, Sutherland Global, Truly Travel, Teletext Holidays, Sunera Technologies Ltd, United Bank of Switzerland, Accenture, Dell, Apollo Health Street, Invesco, Mantesoft, Wipro BPO, Unisys, Pega Systems, Amazon, Anthelio, Arenco Services, Anirtsu, Sasken Communications, Panache Finishing School Lakme, India, Future Group, Forest Essentials, Olivia, Reliance General Insurance.)

Soft skills Facilitator:

Retail Sector (January 2012 - Present) Hyderabad Area, India

- ✓ Communications Strategy across the stores Fitment/Solutions created and solutions provided for the Measurement of Business- ROI.
- ✓ Establishing 'Communication Roadmap' for Communication Training..
- ✓ End to end ownership of all solutions and communications related programs.
- ✓ End to end creation/management and execution of training modules.
- ✓ Collaborating with Industry experts and consultants to hone the employees with training talent across businesses and verticals.

Key Deliverables:

- ✓ Training Needs analysis and design training content in align with the requirement.
- ✓ Development of training methodologies
- ✓ Designing of assessment tools
- ✓ Design and development of content
- ✓ Incorporating audio and visual aids to maximize learning curves and experience
- ✓ Development of customized modules on English Language
- ✓ Analyze work processes & policies and suggest effective and efficient improvements.
- ✓ Research and Development of curriculum to match the training needs.
- ✓ Train Junior Trainers in Phonetic Transcription & Phonology

Notable Achievements:

- Train new hires on Language/voice and accent/customer service/soft skills
- Conduct client presentations
- Handled pre hire training on Language, Voice and accent, and soft skills
- Conducted virtual training sessions
- Handled class room training sessions on set communication curriculum
- Member of the core recruitment team.
- Conducted Campus Training for new hires.
- Daily tracking of the day course evaluations & trainee assessment
- Designing of gauging parameters sheet for the candidates
- Create lesson plan & check list for voice & accent training to ensure design and delivery of training.
- Content development, manual & the modules, for voice and accent training including continuous updating of the training resources pool.
- Train New Hires on Voice & Accent (U.K., U.S.A. & Neutral) Soft Skills for many corporate clients.
- Conducted refresher training on Soft skills language & Voice & Accent

- Regular interface with clients for material and curriculum updates & ensure appropriate changes are included in future classes.
- Scheduled training programs / events & coordinate post delivery program activities
- Monitored learning methods over time, to make sure techniques are not misused or underused
- Call center training program
- Trained candidates on neutralizing the accent.
- Ensured training reports are maintained in accordance with the regulation

HSBC – Hyderabad (HDPI), India

Dec/2006 – Mar/2010

Call Coach

- ✓ Monitor calls on Communication, Soft Skills, Processes and Compliance Parameters. Provide Coaching & Feedback to enhance agent performance
- ✓ Analyze Audit data, Compliance,
- ✓ Communication and process related data. Prepare & Implement action plans.
- ✓ Analyze the Coaching / Training needs of the agents & support them in delivery.
- ✓ Participate in calibrations to ensure consistent scoring & feedback delivery approach.
- ✓ Keep the agents updated on new process changes/updates, improvement initiatives.
- ✓ Conduct Compliance, Communication & Process Awareness sessions for new hires.
- ✓ Support floor Training Initiatives.
- ✓ Develop Action plans and report out the improvement process in business reviews.
- ✓ Plan and run campaigns to drive Awareness/Improvements on Compliance, Communication & Process.

Genpact - Hyderabad, India

May/2005 - Dec/2006

Process Associate

- ✓ Handled inbound and outbound calls for GE Medical Systems (GEMS)
- ✓ Serviced GE Medical Systems customers.
- ✓ Handled 80 to 120 calls on an average in a day.

Key Skills:

- ✓ Emotional Intelligence
- ✓ Performance Management
- ✓ Mentoring
- ✓ Coaching
- ✓ Persuading & Influencing
- ✓ Presentation Skills

Academic Qualification:

- ✓ Masters in Psychology (Pursuing), Annamalai University, Chidambaram, Chennai.
- ✓ Graduation B. Sc Microbiology Bhavans Degree College, Osmania University, Hyderabad.
- ✓ Under Graduation St. Mark's High School, Hyderabad.

Value Added Certification:

- ✓ Online business simulation game (Capstone) in 2011.
- ✓ Certified Voice Coach.
- ✓ Certified Train the Trainer – HSBC.
- ✓ Certified Soft Skills Trainer – Key Stone Training Circle, Hyderabad.
- ✓ Certified NLP Practitioner – INLPTA.
- ✓ Certified Psychometric Extended DISC Administrator.
- ✓ Certified Associate Leadership & Life Coach under NLP Coaching Academy of Sue Knight's.
- ✓ Diploma Holder in NLP – ABNLP.
- ✓ Participated in Leadership and Personality Development Program conducted by British Council.
- ✓ Certified Voice & Accent Trainer – Key Stone Training Circle, Hyderabad.
- ✓ Certified Train the Trainer – Dale Carnegie – Wipro, Hyderabad.
- ✓ Train the Trainer - Essential Facilitation Skills for Trainers.
- ✓ Train The Trainer - Communicative Skills Training.
- ✓ Six Sigma – Green belt (trained and tested).
- ✓ Lean Concepts and Implementation.
- ✓ CEFR (Certification under CELTA)
- ✓ Certified IELTS Trainer (British Council) – Future Learn