

## Khaja Mansoor Ali

Seeking assignments in the areas of Training (Product & Sales Skills) with a people-driven organisation of repute

### **Career Conspectus**

Over 7 years of Training experience with a proven track record of successfully empowering teams/individuals through coaching, effective feedback, mentoring, and encouraging creativity.

### **Employment Scan**

Company Name: **HMM Group, Brunei KSA.**

Duration: January'2014 to October'2015.

Designation: Assistant Manager – Training.

#### Responsibilities:

- Responsible for delivering sales and product training for outbound process.
- Scheduled new hire training (Induction).
- Collaborated with management regarding training process.
- Client management.
- Client review meetings to understand product updates and implement in training sessions for floor.
- Took part in quality administration of the process on the floor.
- SLA's, KRA's drafting for various roles across process and support functions.
- Act as hands on both classroom and on floor facilitator and coach.
- Conduct and review TNA: work with trainers and leads to generate various training refreshers on product updates and life enhancement skills.
- Coordinate for course development: create training plans, document technical course material including manuals and exercises.
- Responsible for implementing a continuous evaluation process, getting client feedback on the team.
- Responsible for training calendar forecast generation.
- Training budget forecast and management.
- Part of review meetings.
- Trace, record and communicating training updates, training effectiveness in higher up and client meetings.

Company Name: **Pearl Technologies, Bangalore. India.**

Duration: July'2007 to July'2010.

Designation: Sr. Trainer – Process.

#### Responsibilities:

- Product trainer for the process.
- TNA analysis and finalization.
- Class room training delivery on the client product.
- SPOC for the assigned process.
- Conduct product refreshers on floor.
- Recruit and train floor agents.
- Performance management both pre and post training sessions.
- Monitor and manage process and procedure, implementing improvement in line with other departments and business objectives.
- Manage and report team KPI's.

- Call audit and feedback.
- Handled appraisal cycle.
- Created training sessions and updated daily performance with client and product requirement.

Company: **Aegis BPO Pvt.Ltd, Hyderabad.India.**

Designation: Trainer – Sales.

Period: March'2005 to June'2007

Responsibilities:

- Handling sales training for the assigned process.
- On floor coaching and facilitating tale-sales.
- Mentoring TSE's for meeting required target on weekly/monthly basis.
- Reporting TNA, training calendar and KPA's to the training manager and other vertical heads.
- Conduct refreshers on both selling and product updates.
- Client interaction to understand sales target.
- Developed system and call scripts to facilitate the efficient management of call and sales volume.
- Monitor interaction between staff and callers to ensure quality assurance standards.
- Quality management.
- Expedited and facilitated the escalation of customer service issues.

***Scholastics***

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↳ B.Tech. (ECE) from VMU during the year 2005.