

COVER LETTER

Date
Name Moinul Arefin
Post
Organization

Dear Sir/Madam,

I am Moin-ul Arefin from New Delhi. I am an **MBA** graduate in Human Resource and Marketing. I am also a **certified trainer** with PG Diploma in **Training & Development** from **ISTD** (Indian Society of Training Development). I have the knowledge of **TNA (Training need analysis)**, various **training methodologies**, and **training evaluation** methods. Excellent English communication and presentation delivery are my main strengths. I have excellent command over English language.

I have experience in training people with various corporate & behavioral trainings like English communication, Soft skills, Presentation delivery, Voice & Accent, Leadership, Time Management, Motivation, Business etiquettes & Business writings etc. I also have leadership experience of team handling in BPO sector in India. I am also carrying some **international exposure** as I've recently worked as an ISO trainer & consultant for a ISO consulting firm in **Doha, Qatar**.

I am very enthusiastic on applying for this position and hope that all my details given in my CV are eligible for my candidature.

Please consider my application.

Yours sincerely,

Moinul Arefin.

MOINUL AREFIN

Home Address:

Delhi 110053

To keep on learning and sharing new things by imparting training to different individuals.
To make best use of my KSA and competence for my career growth and organization's development.

- Education : MBA from IMT (Ghaziabad), **Diploma in Training & Development (ISTD)**
- Skills : Capable of designing and delivering corporate trainings, Effective Communication, Excellent Presentation.
- IT Skills : MS Office with advance Excel, VBA(with Macro) SDLC, HTML, VBA
- Industry : BPO/KPO
- Domain : Training & Development/Learning & Development
- Organizations : Barclays, UnitedHealth Group, Globberian India Pvt Ltd

WORK EXPERIENCE

BARCLAYS



Designation : Communication and Culture Trainer
Process : Digital Banking
Duration : March 2015 – Till Date
KRAs:

- Training new batches with communication and culture training program
- Communication training includes advance level grammar like SVA, questioning skills, voice & accent, sentence structures etc.
- Educating trainees with UK culture
- Taking assessments regularly

BRD CERTIFICATION

(Doha, Qatar)

BRD Certification is a professional consulting body for ISO certification, offering systematic approaches to improve quality and effectiveness of the system through proper guidance, consultation and training to clients to get different **ISO standard certification**.

Designation : ISO Consultant & Trainer
Domain : ISO Certification
Duration : July, 2014 – December, 2014 (Contractual job)
Objective : To assist client with training and proper guidance throughout the certification process.

KRAs:

- Educating, advising and consulting clients with all guidelines and procedures of ISO certification.
- Conducting workshop training to the top management of clients with presentation taking them through all the guidelines and procedures of ISO certification.
- Prep
- aring ISO quality manuals and presentations.
- Training the new joinees (sales representatives) with all whole ISO concept and certification process.

VISION ACADEMY

Designation : Communication & Soft skill Trainer
Duration : May' 2013 – June' 2014
September 2014 – Till Date (I resumed this job after BRD certification)

- Designing different training program on English communication
- Providing English communication, soft skills and voice & accent, Overview of BPO industry, Overview of US/UK culture, and call center training
- Conducting mock interview for candidates aspiring job in BPO industry.
- Trained students of **NSDC** with various soft skill trainings
- Writing various contents for websites of different institutes

IMT (Ghaziabad)

- Taking part-time classes (Saturday, Sunday) as a lecturer to deliver lectures on subjects like Organization Behaviour and Business Communication to the distance learning students of IMT(Ghaziabad).

United Health Group

Duration : June' 2008 – May' 2013

Domain : US based Health Care



UnitedHealth Group is an innovative leader in the healthcare industry serving more than 70 million people across the world. It is amongst top 25 companies in the list of Fortune 500.

Designation : Management Trainee

Job Profile:

- Responsible for handling a team of 10 members and assisting them to participate in calls of medical claims conformation.
- Taking daily calls of inventory and quality report.
- Mentoring and tracking the performance of team.
- Motivating and training the team regarding new updates.

Projects:

- Have been a part of **Green Belt project** for the improvement of quality.
- Involved in a **VSM(Value Stream Mapping)** process to streamline the current process.

Designation : Sr Claims Associate/ (Medical Benefit Installation Analyst)

KRAs:

- Interacting with Sales department to confirm the medical benefits of health insurance policies sold to customers, through verbal or written communication.
- Responsible for installing those medical benefits into a system of mainframe platform by doing medical coding enabling it pay the claims automatically (Auto-adjudication).
- Ensuring client deliverables met prescribed Quality standards and norms.
- Participating in Teleconferencing with onshore counterparts for training, new updates or any new project.

Extra Initiative

Acted as a supportive resource in L&D department.

KRAs:

- Delivering various skill-oriented & behavior-oriented trainings, like Soft skill, Business communication, Business Etiquettes, Presentation, MS Excel proficiency, Working in Team, Change & Innovation etc. for the growth and development of employees.
- Designing training calendar and scheduling different training programs on quarterly basis.
- Preparing Templates, Manuals, SOPs, Powerpoint slides for various Training programs.
- Involved in **TNA** and **Training evaluation** process with senior members.
- Preparing and publishing Newsletters of all training programs conducted in a month.

Training: Participated in following training programme

- **Six sigma** certification of **White & Yellow belt**
- **Lean project** of Six sigma
- MS Excel (advance level) proficiency

Delivered the following training programme

- Communication skills
- Presentation Skills
- Business writing skills
- Business Etiquettes

Contributions:

- Submitted 5 bright ideas for process improvement.
- Prepared and published various reports like Quality & Production dashboard, Daily login report, Utilization report etc.
- Prepared and published monthly Newsletter, SOPs and Training manuals for new process updates.
- Created Macros using **VBA** to convert the manual intervention into Automation procedure thereby saving lots of time.
- Delivered various corporate trainings to existing employees.
* Has been rewarded 5 times with star of the month award.

**GLOBERIAN INDIA PVT. LTD.****Duration : 20th Feb' 2006 – 16th June'2008****Designation : Team Leader**
Process : Mediconnect (Prudential)**Job Profile:**

- Responsible for handling a team of 10-15 members
- Formulating goal sheet of subordinates against the team target and assist each one towards their individual goal for the achievement of overall objective of team
- Generating their performance reports of subordinates against their goal sheet.
- Analyzing behavior & competence of subordinates and planning appropriate training for their growth & development.
- Doing root cause analysis of defects and identifying opportunities for defect reduction
- Working with team with an endeavor of continues process improvement
- Taking pre shift and post shift meetings.
- Communicating with the Onshore clients via teleconferencing and email to give them status of process.
- Continuously motivating team for attainment of team target and creating healthy team environment

Designation : Sr. Business Research Executive
Process : LMI (Litigation Management Inc) & Mediconnect
Objective : Collection of Medical records of patients**KRAs:**

- Responsible for calling doctors, nurses and medical officers of different hospitals, medical centers and pharmacies in the US for the collection of medical records, EOB of patients required of insurance or legal claims.
- Verifying and faxing HIPPA compliant authorization and provider office.
- Various online activities: Making online payment for requested medical records, checking online status of request in Hospital website, and arranging Copy services & UPS or FedEx service for copy and delivery of medical records.
- Documenting & uploading entire conversation of the call into Lighting-Bolt software and sending it in the form of status to onshore clients through email.
- Taking incoming calls from doctors, nurses and medical officers and update status of medical record request given by them.
- Participating in Teleconference with onshore counterparts regarding weekly business updates.

* Was rewarded with awards like consistent performer and start performer 7 times

ACADEMIC QUALIFICATION

2009	:	MBA – IMT (Ghaziabad) with 63.5% marks
2004	:	BSc(IT) – SIKKIM MANIPAL UNIVERSITY with 72% marks.
2000	:	10+2 (Science stream) - CBSE Board.
1997	:	10 – CBSE Board.

PROFESSIONAL QUALIFICATION

2014 : Completed PG diploma in **Training & Development** from **ISTD** (Indian Society of Training & Development) under ministry of HRD.



IT PROFICIENCY

- MS Office : MS Word, **MS Excel (Advance level)**, MS PowerPoint and MS Access.
- Other : VBA(with Macro), HTML & Basic SQL

EXTRACURRICULAR ACTIVITIES

- Currently acting as a member of **Toastmaster Club** in Delhi. It involves participating in speech delivery, organizing weekly meetings etc. Its helping me to learn public speaking and leadership qualities.

STRENGTHS

- Good communication (verbal & written) and interpersonal skills
- Effective presentation & training delivery
- Ability to design effective and attractive training module
- Ability to generate innovative ideas to make training effective
- Problem solving & Decision making
- Good utilization of Excel knowledge to prepare reports
- Innovative & Taking new initiatives
- Better planning and Co-ordination

PERSONAL DETAILS

Father's name : Md Zainul Abedin Chisty
DOB : 2nd August'1982
Hobbies : Learning new things, Physical fitness, Music, Reading & Writing articles.
Marital Status : Single
Gender : Male
Nationality : Indian
Passport number : L-9123177
Language known : English, Hindi, Bengali.

Date:

Signature: _____

Place:

(Moinul Arefin)