



Diamond Stephen Joseph **Communication & Soft Skills Expert**

- Accomplished Communication & Language Trainer with 2 decades of experience in the people industry - trained and coached more than 10,000 people in service industries such as IT, ITES, KPO, Hospitality, Education, and others sectors.
- An Independent Freelance Trainer, training organizations of repute, Campus to Corporate programs for Engineering and Management Colleges Globally & Pan India.
- Expert in Online Communication, Soft skills Tutoring & Teaching Methods through Skype & Zoom Calls
- IELTS Trainer/Coach

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Clientele

- Wells Fargo
- Infosys
- Wipro
- Omega Healthcare
- Sutherland Global Services
- Symantec Software Solutions
- HCL
- Saveetha Engineering College
- SRM Engineering College
- Valliammai Engineering College
- Vel Tech Engineering college

Areas of Expertise

- Voice and Accent Training – Phonetics, Syllables, Modulation, Intonation & Fluency.
- Outcome of Communication Skills, Language Enhancement – Grammar, Sentences structure & Vocabulary (Oral & Written Skills)
- Soft Skills & Customer Service, Listening Skills, Acknowledgement skills, Probing Skills, Courtesy, Empathy and Rapport Building Skills.
- Call Handling Skills – Call Flow, Call Control and Telephonic etiquette
- Accent Neutralization
- Business communication – E-mail, Chat, Con-call and meetings
- Email Etiquette
- Campus to Corporate Programme
- Behavioural and Leadership Training
- Team Building
- Diversity & Inclusion
- Presentation Skills
- Personality Development
- Interpersonal & Image Consultant

Certification

- Coaching Skills
- Career Coach - Advanced
- Change Management
- Access The Foundation
- Executive Coach
- Emotional Intelligence
- Managing Egos
- Strength Coach

Experience

Norwin Technologies – 07/2021 to 06/2024.

Corporate Trainer -Behavioral Skills | Leadership Skills | Mind Coach
Team Building | Diversity & Inclusion | Emotional Intelligence |
Interpersonal Skills | Presentation Skills | V&A and Communication
Coach | Soft skills Trainer | English Language Expert | IELTS Trainer |
Learning & Development Specialist | Content Creator and working
on LMS & Kiosk Portals.

Experience

Voice & Accent Trainer - 05/2017 to 05/2019 Omega Healthcare Pvt. Ltd., Chennai.

- Design and delivery of Leadership, Behavioral and Soft skills programs Training for the Business vertical.
- Performed Training Need Analysis, Training evaluation
- Preparation of skill gap training matrix as per the job roles.
- Conduct training on language enhancement, call handling skills, culture sensitization, business email writing, client interaction skills
- Conduct floor coaching for optimal productivity of associates
- Co-ordinate with businesses for delivery and follow up of Training.
- Calibrate the associates on communication skills
- Conduct follow-up studies of all completed training to Evaluate and measure results.
- Preparation of training material such training plan, Training framework, training evaluation forms, feedback Forms, training completion reports, user manual, annual Manuals, FAQs etc.
- Administration of the Learning Management System (LMS) including on-going development, configuration, Curriculum creation and modification & necessary reporting.

Certified Corporate Trainer - 04/2016 to 05/2017 - Infosys IBPO Ltd , Chennai

- To assess training needs through job analysis, appraisal schemes and consulting with human resources department.
- To prepare training calendar.
- Planning and Executing Training Projects.
- Develop, revise and execute training programs that are in line with the overall corporate strategic goals.
- Quality Control – Responsible for quality check of the entire content and training delivery.
- To assess individual as well as the overall training programs.
- Conduct follow-up studies of all completed training to evaluate and measure results.

Certified Freelance Voice & Accent Trainer - 09/2014 to 03/2016 - Tara Span Solutions (Wipro)., Chennai

- Training delivery on behavioural and soft skills.
- Mentoring students and monitoring their performance and additionally ensuring that they are positively charged and highly motivated.
- Developed and organized training manuals and planned teaching strategies.

Team Leader – 07/2011 to 07/2013 Symantec Software Solutions-, Chennai

- Served as Team Leader – Project name - Consumer Support Technical Norton Anti-Virus Software.
- Handled a team of 20 Consumer support agents, resolving virus issues on the Customer's Computers a
- Setting clear team goals and KPIs.
- Delegating tasks and setting project deadlines.
- Oversee day-to-day teams' operation and performance.
- Monitoring regular performance evaluation.
- Create a health and motivating work environment and atmosphere.
- Develop a well-designed and motivating evaluation program.

Senior Communication Trainer - 10/2003 to 10/2010 - Sutherland Global Solutions., Chennai

- Served as Customer Service Executive for 2 yrs
- Promoted as Senior Quality Auditor and served the same for 2 yrs
- Senior Voice and Accent & Comm. Coach (Voice & Non Voice) for 3yrs.

Hospitality Industry - 10/1993 – 10/2003 - The Park & Taj Coromandel ., Chennai

Extracurricular Activities

- Conducted community training as a part of church outreach and actively involved in church activities.
- Involved in organizing events of academic and social significance held in the college/ School.
- Enjoys Cooking and managing the household. • Actively supports charitable causes.

Education

| Course | Institution |
|-----------------------------|--|
| M.A English Lit. | Annamalai University, Mar'1996 |
| SSLC | St. Patrick's A.I.H.S.S |
| Catering | Provisional Certificate |
| Cambridge Certified Trainer | British Council Modules (Project Communication) |
| Off Shelf Training | Infosys - Fish Philosophy & Design Thinking |

DOB: 11th July 1972

Language Known: Fluent in English, Hindi and Tamil

Diamond Stephen Joseph

Location: Chennai

Date: