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Passion to excel & help others excel is the driving force behind 8 years of successful training experience of Mansi. She has made her presence felt in the field of training with her gifted ability to connect with people. Her biggest strengths – “**Quick learning ability**” & “**Adding value**” to anything that she's a part of makes her stand apart from the rest in the profession of training and public speaking.

A Bachelor's in Electronics Engineering & MBA in HR from University of Mumbai, Mansi started her career with HDFC Bank (Gurgaon) as a Relationship Manager handling HNI portfolios which gave her an excellent exposure in Portfolio Management, Business Development, Soft Skills, Customer Service & Client Management.

She has an enviable style of training as a facilitator for empowering Communication Skills through Professional English Programs, Presentation Skills & Public Speaking. Her strong ability to relate to the participants & a sound general awareness makes her highly appreciated. Sharing anecdotes from her professional experience, her interactions with different people and also from her personal interests like travel, adventure sports, sports, dance & art makes her talks a lot livelier.

Areas of Expertize

Communication Strategies	Team Building	Presentation Skills
Business English	Time Management	Public Speaking
Conflict management	Interviewing Skills for Manager	Key Account Management
Assertiveness	Email & Business Writing	Sales Training
First Time Managers Training	Coaching and Mentoring	Negotiation Skills
Strategic Customer Service	Managerial & Supervisory Skills	Meeting
Business Etiquette	Performance Measurement	Leadership and Influence
Personal Productivity	Creative Thinking	Cross Cultural Training
Stress Management	Problem Solving	Change Management



PROFILE SUMMARY

- Mansi is a Facilitator, Coach & Mentor specializing in Soft skills, Behavioural Skills & Management Training Program.
- Delivered 5000+ man- hours of training & facilitation to 15000+ participants for 32 corporate clients Pan India.
- Uses “**Learning by Doing**” approach in her sessions; best taken from the experiential methodology to facilitate reflection amongst participants
- Average rating of 4.5/5 for all trainings conducted till date.
- Trained participants of varied profiles ranging from Senior Management, Executives, Managers, CEOs to Business owners on varied subjects across all the levels of organizations.
- 95% repetitive clients.
- Conducts workshops which are confronting, eye-opening and a lot of fun.
- Working with diverse teams and organizations over a period of time has given a unique insight into understanding human performance and its variables.
- Has been Conducting Training Programs, designing content, conducting coaching sessions (at client locations, emails and Skype) as per the business requirements.
- Conceptualized and delivered programs, each designed to a specific set of unique requirements, working closely with the HR and senior management of companies.



PRIOR WORK EXPERIENCE



Relationship Manager
Gurgaon

Jan 2010- June 2013

Significant Highlights:

- Managed High Net Worth customers of the Bank with total portfolio worth (AUM) between 16 Cr & a total HNI group size of 200 groups.
- Leveraged broad competencies in relationship building for senior corporate clients from organisations like Times of India, Nokia, CTS, TCS, NSN, CISCO, Renault, HP, WIPRO, IBM etc.
- Efficiently managed CRM(Complaint Resolution Management) for the branch and ensuring 100% within TAT resolution.
- Handpicked by the senior management to drive pilot project called "Service to Sales" and had been recognized by "Best Presentation Award".
- Appreciated for achieving the business targets assigned through cross selling, up-selling for products across Liabilities, Retail Assets, Business Banking, Forex, Credit Cards, Online trading etc. & enhancing and upgrading the High Net Worth relationships.



EDUCATION

- **Master's in Management Studies (Human Resources)**
University of Mumbai, 2009
- **B.Tech (Electronics)**
University of Mumbai, 2007