



## **Swati Pase**

Swati comes with an overall experience of 19 years in Sales, Service and Learning and Development field. She has a Bachelor's degree in Commerce from Shaheed Bhagat Singh College, Delhi and pursuing Master's in Arts (Psychology) from IGNOU.

She is a versatile trainer with a range of experience, having trained a cross-section of executives from fresher's to mid-level managers for various organisations. She is adept in conducting various soft skills and facilitating behavioral training sessions. Her sessions are extremely interactive and experiential. Service Skill Training is her strong suite.

Apart from training, she has also been part of the content development team and has assisted in creating and enhancing modules for training.

She has worked with organizations like DM Systems, Bharti Airtel, Centum Learning and Ricoh India Limited, Chaayos & Stanza Living, NIIT & DMRC

**Tenure: 19 years**

### **List of Programs/Modules Conducted:**

- Presentation Skills & Public Speaking
- Email Etiquettes
- Office Etiquettes & Grooming
- Selling Skills
- Customer Service Skills
- Telephone Etiquettes
- Ethics and Values
- Coaching
- Review & Feedback
- Goal Setting
- Team Building / Team work
- Collections
- Debt Recovery
- POSH at Workplace
- New Hire Induction
- Audit & Compliance
- Inter Personal Skills & many more