**Gouri Gokarn**

**Master Trainer’s Overview:**

The main focus, when I chose to take up Learning, Training & Development profession, was the individual who embodies and greatly contributes to the work culture & growth of the Organization

With 23 years of work experience of which 18 years of experience is solely in Teaching, Executive Coaching, Training, Organizational Development, Organizational Behavior training and Mentoring, I have had the opportunity to serve a wide gamut to industries which has enriched my ability as a Personality Development, Behavioural & Soft Skills master trainer.

I aim at contributing to the organization’s growth through my training in various skill enhancement for their employees thereby ensuring maximum throughput in their respective roles.

It is my constant endeavour to share and implement my knowledge and experience to facilitate the overall growth of the organization and its people through experiential learning and maturing in their jobs through their personalities Behavioural skills.

# **Training Ideologies**

**“Forcing one to do anything always impedes acceptance & change, yet, everyone thinks of changing the world but not himself. “**

An individual's home is his self. Once he makes the necessary beginning by imbibing the required skills , he evolves to better things

**There's a Genius in all of us**

It is from this quote from Einstein again, that a lot of training beliefs stem. God gifts are equal for all. Training & leadership therein solves the on-going internal battle of skill & will to make the desired one emerge.

**Qualifications**

* Art Therapist
* Grapho Therapist
* NLP Practitioner
* ISTD Pune Chapter (pursuing)
* Teacher Training Course from Calcutta University (London University Affiliation)
* BA in Education from Loreto House, Kolkata
* HSC & ICSE from La Martiniere for Girls, Kolkata

**Professional/Corporate Experience**

**Employment:**

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| --- | --- | --- |
| ***Organisation*** | ***Time Frame*** | ***No. of Years*** |
| Axis World | Oct 2019- Jun 2020 | 8 months |
| *Achievements:* | * Worked as General Manager L&D and OD
* Design & Documentation of Organizational Chart
* Design and documentation of Intra & Inter team processes
* Streamlining of HR Policies & Department
* Set up Best Practices in teams
* Assessments for Talent Management
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| Awsmosis Learning & Peoples Solution | May 2019- Oct 2019 | 6 months |
| *Achievements:* | * Managing clients’ Learning & Development requirements
* Evaluation of trainers for empanelment
* Content Development
* Training Facilitation
* Running Assessment Centers
* Designing and executing Training Journey
* Report generation on Pre & Post Analyses
* Training Need Analysis
* Competency mapping
* Run assessment centres for Succession Planning in organisations
 |
| Freelancing | 2011-2019 | 8 years |
| *Achievements:* | ***ORGANISATIONAL DEVELOPMENT**** Establishing CRM processes & best practices thereof.
* Streamlining Service to sync with SLA of organization
* Customized OD Interventions

***TRAINING FACILITATION**** Training on escalation calls and assisting with solutions
* Process Soft Skills & Product trainings
* On boarding Induction and other awareness programs

***COACHING & MENTORING***.* Coaching/Mentoring of various Management levels for

Improving productivity through Campus to corporates* Mentoring , coaching college students to scale up to

their expected profile requirements through Behavioural skills in their personalities* Change Management within people and the organisation- helping accept, cope & learn changes in their industries and selves to suit requirements.
* Corporate Etiquette& Personality
* Behavioral Skill trainings
* Campus to Corporate readiness for Students’ placements in

Corporates (Personality Development, SWOT Analysis, Communication, Resume Writing & Presentation, Group Discussion Etiquettes etc.)***OTHER FACILITATIONS**** Open workshops on Personality Development & Communication (Johari Window, Assertiveness, Listening & SWOT Analysis)
* Business Presentation Skills Career Transition Coaching,
* Language Labs for Corporates and Communication Skills Academic Institutions
* Executive Coaching for corporate sectors
* Skill enhancement trainings
* Business Communication (written & spoken)
* Art Therapy sessions with counseling
* Graphotherapy for mind repogramming for adults and children
 |
| UBICS Technologies (Kingfisher Airlines) | 2006**-**2011 | 6 years |
| *Achievements:* | * Set up the Customer Service Cell
* Worked on escalations and solutions
* Held dual Profile of Training & Operations as Team Lead for one year where the team led was ranking highest in that tenure.
* Aligned the Quality team and the Customer Service cell for optimization of services extended
* Development of the training modules for Soft Skills & Product & Process Trainings for Customer Service Cell & Kingfisher Holidays processes.
* End to end training solutions for all processes
* Soft Skill Training for Ground Staff
* Driving ISO certification for Kingfisher Airlines & CMMI Level 3 and ISO certifications for UBICS.
* Responsible for the Software development of user friendly software that Kingfisher Airlines staff need to use in their respective works areas.
* Recruitment of suitable candidates for all processes.
* Best Employee in the Year 2008-09
 |
| WNS Global Systems | 2005-2006 | 1 year |
| *Achievements:* | * Floor-walked for Operations within a span of 4 months of starting work
* Worked on escalations & solution finding
* Interim Team Lead in absence of one
* Maximum Kudos gathered in my tenure
* Conducted short session with other CSEs on Soft Skill topics
 |
| Shree Vinayaka Enterprises | 2004-2005 | 1 year |
| *Achievements:* | * Customer Service Management
* Organizational Development for expansion purposes
* Training Medical Representatives associated with the organization on Various Soft Skills, Grooming & Personality Development
* TNA & Sessions conducted led to a significant rise in the company profits
 |
| Sharda Education Society | 2000-2003 | 3 years |
| *Achievements:* | * Conducted trainings on various Behavioural Skills Grooming and Personality Development for a large spectrum.
* Understood & Incorporated a number of training styles to suit a large range of ages from school kids to freshers, MBA students to working professionals.
* Train the Trainer programs
* Development of customized Modules
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| Suns & Dotters Preschool | 1997-2000 | 3 years |
| *Achievements:* | * Establishment of the School and its infrastructure
* Designing its Organizational Structure
* Recruitment and Personality Development of the Teachers to suit the school culture
* Marketing of the school
* Assisted in curriculum development
* Actively involved in growing the school to a 150 student one
 |
| St Joseph’s High School | 1996-1997 | 1 year |
| Achievements: | * Taught in the pre-primary section and started a crafts exhibition open for the whole school.
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| Bharat Pest-Erad Services | 1993-1995 | 1 year |
| *Achievements:* | * Set Best Practices for optimization of productivity
* Training on Personality Development, Grooming & other Behavioral Skills improved the work culture.
* Customer Service Levels were restructured to make it more effective and bring in Customer Satisfaction
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**Clients**

|  |  |
| --- | --- |
| Kingfisher Airlines (OD & Training)  | Coverfox Insurance  |
| Advent Electro Sales (OD & Training) | Datavail Technologies, Thane (OD & Training) |
| Anand Group  | DPES, Wagholi  |
| Bagade Jewelers, (OD & Training)  | FIAT India, Ranjangaon  |
| Bharat Pest-Erad Services, Kolkata (OD & Training) | Fiserv |
| Bharatiya Vidyapeeth, Katraj  | GoZoomo.com, Bangalore (OD & Training) |
| B.V Digital, Mumbai | Janalakshmi Small Finance Bank, Mumbai OD & Training |
| JCB, Talegaon (OD & Training)  | Citrus pay-Pune & Mumbai |
| Jubilant Life Sciences, Nira, Ambarnath & Mahale | Mahindra Stampings (MUSCO), Pune & Nasik |
| Krayon India  | Mahindra Insurance, Pune  |
| L’Oreal India  | Symbo Insurance, Mumbai |
| Maruti Suzuki, Pune, Mumbai | Neuman & Essar, MIDC Bhosari |
| Paranjape Constructions Scheme Limited (PSCL)  | Rieter India |
| Schindler India | Security Software Systems, Mumbai |
| Shree Vinayaka Enterprises (OD & Training) | Symbiosis Institute |
| Symbo Insurance  | Sinhagad Institutes of Engineering  |
| Tata Technologies  | Terex International, India  |
| The Shamrao Vithal Co-operative Bank, India  | UBICS Technologies (OD & Training) Schindler India  |
| Wika Instruments  | Zansaar, Bangalore  |
| Magna Steyr | HBL India Pvt Ltd. |

**Industry/Functional Experience**

|  |  |  |
| --- | --- | --- |
| Aviation | Automobile | Academic (Colleges & Schools for Personality Development) |
| Automation | Construction  | Engineering- Mechanical, Biomedical, Civil & Electrical -Commerce  |
| Hospitality  | Insurance  | Information Technology |
| ITeS (Customer Service) | Jewellery Industry | Banking  |
| Medical  | Manufacturing  | Pharmaceuticals  |
| Irrigation | Food & Beverages | Business Process Outsourcing  |

**Topics trained on:**

|  |  |  |
| --- | --- | --- |
| Personality Development | SWOT Analysis | Johari Window |
| Attitude Building | Influencing Skills | Campus to Corporate |
|  Business Communication |  Critical & Analytical Thinking |  Leadership Development |
| Creativity & Innovation at Work | Goal setting & Target Orientation |  Interview & Group Discussion Skills  |
| Team Building, Management & Leading |  Personal Effectiveness in Sales |  Supervisory Development program |
|  Customer Service Orientation | Handling difficult Customers | Cross Cultural Sensitization |
| Decision making skills |  Language Proficiency |  Sales Techniques |
| Deportment & Etiquette |  Communication | Situational Leadership |
| Interpersonal Relationships |  Leadership Development |  Soft Skills  |
|  Emotional Intelligence | Motivation  | Self-Motivation |
| Language Proficiency |  Time Management | Train the Trainer |
| Personality Development through DISC | Handling difficult Customers | People Management |
| Graphotherapy | Art Therapy |  |

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