

# John Anthony

## Leadership Trainer and Business Consultant

**A Leadership and Corporate Skills Trainer and Business Consultant with more than seventeen years of experience in implementing end to end training interventions (new hire to senior leader level), corporate sales and client management.-** Corporate Sales, Business Development, HR and Business Consulting, Training Delivery, Instructional Design, Professional and Organisational Development and Talent Management.

**A few of the clients for whom I have created and delivered customized training and business solutions-**

- HSBC
- Hewlett Packard Enterprise
- Maruti Suzuki India Limited
- Aviva (24/7 COS-B) (Non life insurance- UK and Canada)
- TRX Technologies (Travel Technologies)
- Lee Hecht Harrison (Adecco)
- Accenture
- Capgemini
- Cognizant Technology Solutions
- Mphasis (Toronto Dominion Bank)
- Microland
- NIIT Planet Workz
- Siksha Training and Development

<b>Work Experience</b>	<p><b>From March 2012 – Present - Leadership and Corporate Skills Trainer and Business Consultant</b></p> <p><b>Empanelled with GP Strategies for HSBC</b></p> <p><b>Empanelled with Cognixia (Collabera)</b></p> <ul style="list-style-type: none"><li>• Handled new client acquisition, business development, managing sales pipeline and client handling for business and HR consulting and training products</li><li>• Leadership and management skills trainer with domain expertise in banking, anti money laundering and sanctions compliance</li><li>• Experience in interventions for employees up to senior VPs and global heads in both classroom and virtual delivery</li><li>• Programs handled include- modules in career development skills, leadership and manager development programs for both white and blue collar employees</li></ul>
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	<ul style="list-style-type: none"> <li>• Successfully transitioned current process training modules from classroom to virtual format for a leading international automobile manufacturer</li> <li>• Independently created business consulting solutions on Business Continuity Planning, Change Management, SIPOC, Process Mapping among others</li> </ul> <p>Key clients-</p> <p><b>HSBC</b>- In house L&amp;D consultant</p> <p><b>Hewlett Packard Enterprise</b>- Member of the Business Planning and Strategy team</p> <p><b>Avery Dennison (RBIS)</b> – Employee engagement and up-skilling programs for white collar and blue collar shop floor employees.</p> <p><b>Cassidian</b>- Business Communication Skills</p> <p><b>Lee Hecht Harrison (Adecco)</b> -Empanelled Consultant.</p> <p><b>IBM</b>- Soft Skills and Communication.</p> <p><b>Novo Nordisk</b>- Presentation Skills, Essential Business Skills and Strategic Communication.</p> <p>Training on Career Development and Soft Skills Modules at Manager, Lead and Agent levels.</p> <p><b>December 2007 – March 2012 at TRX Technologies India Pvt. Ltd</b></p> <p><b>Designation</b> -Senior Training Specialist (Associate Manager)</p> <p><b>Work Details</b></p> <ul style="list-style-type: none"> <li>• <b>Training</b> – Was solely in charge of Soft Skills and Corporate Training for new and existing employees. This included regular training need analyses, publishing of the training calendar, content development and training delivery.</li> <li>• <b>Employee Development and HR Support</b>- Was part of the team that has created and put in place policies and processes for the Career Path, Succession Planning and Organizational Memory programs.</li> <li>• <b>Recruitment</b> –Was involved in various steps of the Talent Acquisition process like, creating job descriptions, interacting with manpower consultants, conducting on site and off site recruitment events, handling interviews and the induction process. Was also responsible for interacting with travel institutes and colleges for campus placement events and career guidance sessions.</li> </ul>
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	<ul style="list-style-type: none"> <li>• <b>Content Development</b> – Developed content for all the Corporate Training, Soft Skills and Professional Development modules following the principles of Instructional Design (ADDIE model).</li> <li>• <b>Team Management</b>- Handled a team of recruiters, assistant trainers and mentors. Involved in upskilling of team members, day to day task allocation and supervision.</li> </ul> <p><b>February 2006 – December 2007 - Freelance Trainer and Training Consultant</b></p> <p><b>Work Details</b></p> <p><b>NIIT Planetworkz certified trainer. (Training modules created and delivered for NIIT)</b></p> <ol style="list-style-type: none"> <li>1) <b>Cognizant Technology Solutions</b>, Bangalore and Coimbatore- Campus to Corporate (Communication Skills, Accent Neutralisation, Written Communication, E Mail etiquette and Grooming.)</li> <li>2) <b>Mphasis</b> certified trainer – Voice and Accent (US and UK), Customer Delight, Culture (US and UK) and Language Enhancement. <ul style="list-style-type: none"> <li>• <b>Microland</b> certified trainer – Voice and Accent (US), Customer Delight, Culture (US) and Language Enhancement.</li> <li>• <b>Capgemini</b>, Bangalore – Communication Basics, Effective Communication, Customer Handling Skills, Questioning Skills and Negotiation Skills.</li> </ul> </li> </ol> <p><b>Siksha certified trainer. (Training modules created and delivered for Siksha)</b></p> <ol style="list-style-type: none"> <li>1) <b>Accenture</b> – Voice and Accent (US and UK), Customer Delight, Culture (US and UK) and Language Enhancement. Power workshops in Effective Business Writing; Time and Stress Management and Conference Call Etiquette. Process Quality Monitoring for a procurement process.</li> </ol> <p><b>May 2005 to February 2006 at Nirvana Business Solutions.</b></p> <p><b>Designation - Pre Process Trainer</b></p> <p><b>Work Details</b></p> <ul style="list-style-type: none"> <li>• <b>Training</b> –Developed content and delivered training on <b>Sales, Conversational English</b> (Voice and Accent and Grammar) and <b>Culture Sensitization</b> and helped them transition into process training.</li> </ul>
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	<ul style="list-style-type: none"> <li>• <b>Recruitment</b> - Was the sole recruitment trainer during the first couple of months at Nirvana and was later deputed as the trainer on recruitment duty rotationally based upon need.</li> <li>• <b>Content Development</b> – Developed content for the <b>Voice and Accent (US and UK), Sales, Culture Sensitization</b> and <b>Conversational English</b> modules.</li> <li>• <b>Team Management-</b> Was in charge of the new hire employees who finish process training and are in their nesting period.</li> </ul> <p><b>March 2003to April 2005 at 24/7 Customer</b></p> <p><b>Designation</b> -Educator</p> <p><b>Work Details</b></p> <ul style="list-style-type: none"> <li>• <b>Process Training</b> –Trained new hire batches on the process.</li> <li>• <b>Floor Support</b> –Offered floor support for new agents. Successfully demonstrated, by example, to the new agents the various skills required on a call.</li> <li>• <b>Content Development</b> – Developed content for the modules based on client requirements and to reflect process changes.</li> <li>• <b>Team Management-</b> Was in charge of the new hire employees who finish process training and are in their nesting period.</li> </ul>
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