ANDRE GRUBERT

No 10/12, 1st street, Tagore Nagar, Ayanavaram, Chennai – 600 023, Phone – 9566294713

Professional Snapshot

8 years experience in the BPO/ITES Industry 4 year in Customer Service/ Technical Support and 4 years in training (voice, chat and email support). Trained over 50 new hire batches.

***Core Competencies:***

* Conduct training based on the ADDIE Model.
* Evaluation based on Kirk Patrick’s Model.
* Conduct a need/gap analysis
* Identify and showcase performance trends.
* Conduct remedial interventions.
* In depth understanding of American/UK culture.
* Educated on Adult Training Theory and Benjamin bloom's taxonomy.

Professional Certifications

* CSS Certified Trainer
* Sutherland Certified Trainer
* IELTS, TOEFL

Organizational Details

 Mar’12 – Till date

www.sutherlandglobal.com

*Growth Path*

* Mar’12 - Till date Communication and Soft skills coach.
* Mar’12 - Sep’12 Senior Support Technician.

**Selected Achievements and Results:**

* Showed a 35% improvement in SLA within first quarter.
* Designed a training module for new hires.
* Designed training material for 3 LOBs Swiftpage, Sage and Allianz.
* Supported projects on Communication Metrics by analyzing data and driving performance.
* Organised and conducted team building activities.
* Conducted assessments and provided feedback.
* Conducted regular audits to assess the health of the programs.
* Conducted JCMs.
* Recruited and trained candidates for a pilot process. Undertook the entire process from recruitment to delivery.
* Identified and recognised as “Best Natural Trainer” TTT 2013.

 Aug’10 – Feb’12

www.csscorp.com

*Growth Path*

* Aug’10 - Sep’10 Senior Support Technician.
* Sep’10 – Feb’12 Associate P&P Trainer.

Application Consultant – Real Networks

* Handled customer support in bound calls
* Troubleshooting on errors with installation and un-installation
* Upgrading software to updated versions
* Cancellation of contracts
* Involved in handling customer complaint calls on escalated issues to help improve the Projects CSAT

**Blue Rock Consultancy** Jan’09 – July’10

Soft Skill / Communication Trainer

* Trained applicants for the IELTS and TOEFL certification.
* Trained first time job applicants on corporate culture, communication and soft skills.

 Sep’07 – Nov’08

www.intelenetglobal.com

Senior Customer Service Advisor

* Telephony banking for Barclays PLC UK

 Sep’06 - Sep’07

Customer Support Executive

* Handled customer support in bound calls for Norwich Union customers, creating quotes for General Motor Insurance.

Academic Credentials

* SSLC - Doveton Corrie Boys Hr Sec School, Chennai. (2002- 2003)
* Higher Secondary - Doveton Corrie Boys Hr Sec School, Chennai (2003 - 2005)
* BCA from University of Madras (2006 – 2009)

Personal Details

Date of Birth : 7th October 1987

Current Address : No 10/12, 1st street, Tagore Nagar, Ayanavaram, Chennai – 23

#### *References*

Will be provided on request.

**Chennai - India**