

# Dr. Swati Verma Sood



(GOOGLE Certified educator # 23335698 and MEPSC - Master Trainer QP# MEP/Q2601)

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**My Objective is spreading Literacy through my current wits and keeps on enhancing my skills all along. To strive hard for achieving quality and perfection in the task by utilizing my abilities and to be associated with an organization, where my skills are best explored and enhanced.**

## Enabling Business, professionals and individuals

Via Management Enabling programs (MEP) & Trainings, Retail (Sales & Operations), Business Analysis, Business Writing skills, Report writing Skills, International Trade & finance trainings, Soft skills, Leadership training, Behavioral skills, Employability Skills Training program (C2C), Life skills, and Natural wellness and de-stress programs and various Self-motivation programs.

**My key strengths** include Effective communication with excellent relationship building & interpersonal skills, Decisiveness, Assertive attitude, strong analytical, problem solving & organizational abilities. Possess a flexible & detail oriented attitude. Well organized and Timely deliveries.

## Employment Record-

Tenure	Company Name	Designation
Sep-2020	Google Certified Educator - # 23335698	Google Educator
Dec-2019	MEPSC Certified Trainer in association with Bosch India	Master Trainer
April-2011 till now	Freelance Trainer (Retail Operations & Sales & Customer Service), Soft Skill training(Inbound & Outbound), Freelance SME & Content development, Retail Assessor for PMKVY (With Assess hub , Mumbai and Aanklan, Delhi)	Freelance Retail, Insurance, Softskill, MS-office, Aptitude Trainer & Assessor
From Oct 2016	Associated with Insurance companies - Bharti Axa, Bajaj Allianz & Cigna TTK (IRDA#12611114)	External Trainer Advisors Sales & CS
July 2004-April 2010	Westside , Trent Ltd. (A TATA Enterprise)	Astt. Manager Operations (Pune)
Apr 2003- July 2004	Globus (Raheja's Group)	CRM (Loyalty Program manager & Visual Merchandising)
Dec 2001 – Feb 2003	Valdez design Pvt. Ltd., owned by J J Valalya (Fashion Designer )	Astt. Design Manager (Production unit)
May 2001 –Nov 2001	Mighty Mouse, Australian Computer Literacy institute for Kids & Adults	Faculty

**Training experience-** Retail store (in & out) Operations, Insurance, Soft Skill (All major topics for Jr. , Sr. mgmnt), Stress Management (Holistic approach through Yogic science), Team Building & Motivation, Professional development, Leadership skills, Proactive approach & so on

S.No.	Companies empanelled with	Training Topics	From Year till now
Coming Up	Open Batch for Unique Trainings	Physical Fitness - Professionals	16 <sup>th</sup> Nov
	RTC – Vibrant trainings	Google Forms - TTT	18 <sup>th</sup> Nov -2020
Done	Open batch for Innoserv [Webinar]	G-suite – 2 days	5 <sup>th</sup> ,6 <sup>th</sup> Nov-2020
	Progressive Next	Essential to Excellent Customer Service – Level 2	30 <sup>th</sup> Oct-2020
Done	Open batch for Innoserv [Webinar]	G-suite – 2 days Activity based NASH Game Theory for Planning and Decision	5 <sup>th</sup> ,6 <sup>th</sup> 9 <sup>th</sup> 22 <sup>nd</sup> and 23 <sup>rd</sup> Oct-2020

	SKF Pune [Classroom]  And  Adani Power [Webinar]	making – Sr. mgmt HR's  And  Induction Program – 2 days	
Ongoing	Open Sessions	G-suite training, Business analysis, Behavioral Leadership, Time and Stress management, Problem Solving, Conflict resolution, Presentation Skills, Business Writing Skills and reporting– 2 hours each for Sr. and Mid mgmt	Sept - Oct 2020
Done	Progressive Next	Telephone Etiquettes – WFH	Sept 2020
1	Webinars – Tokopedia	Work from Home – Effectiveness – 2 sessions	Aug 2020
2	Flipkart	ERP Modules and Business analysis – 6 sessions	Aug 2020 onwards
3	Critical river	Stress Management – 2 sessions	Aug 2020
4	Progressive Next	Effective Communication – Critical thinking and Problem Solving & Decision making, Business Writing Skills	14 <sup>th</sup> Aug 200
5	Robosoft	Work from home Effectiveness	Aug-2020
6	Adani Thermal Power (Webinar)	Creative Problem Solving  Active Listening  Time management	July- 2020
7	Progressive Next (Webinar)	Essential to Excellent Customer Service -- Level 1 Team Work – Done Stress Management – Done Work Ethics – Office & WFH – Done Personal Hygiene and CS – during COVID-19 – Done Effective Customer Service - Done	June – 30th July 2020
8	TC & Go Global Business School (Webinar)	Invited as Panelist – “Creating your Tribe – Your Business Community”  Management Skills for Sr. & mid mgmt. employees	2 <sup>nd</sup> July 2020
9	Adani Power (Webinar)	Problem Solving & Decision making Skill – 12 <sup>th</sup> June 2020 Active Listening Skills – 10 <sup>th</sup> June 2020, COBIT-19 – 2 <sup>nd</sup> June	June 2020
10	Cell points (Webinar)	Advance verbal & Non-verbal communication, Writing Skills, Report making Skills and Effective Client handling on Phone – 20 hours - 10 Webinar	May-June-2020
11	Bee-hive Trainings (Webinar)	Work Life Balance – 2 hours Webinar	18 <sup>th</sup> May 2020
12	Man Trucks (Webinar)	Efficiency Vs. Deficiency, Power of Habits and Mindfulness – 6 hours -3 Webinar	From 8 <sup>th</sup> May to 13 <sup>th</sup> May 2020
13	ADANI Solar Power – 6 Webinar sessions – 12 hours	Communication Skills, Writing Skills, Report making Skills, Active Listening & Assertiveness and Time management	Apr-2020 2 left
14	University Students and Faculty Bangalore (Webinar)	Efficiency Vs. Deficiency- Webinar– 2 sessions	April 2020
15	Nester Association (Webinar)	Basic Communication Skill for College Students – 2hours	06 <sup>th</sup> Apr-2020

16	Trainers Club – TTT (Webinar)	Trainers Personal Branding”, “Health & Nutrition”, “Basic Communication Skill”, “POSH at Workplace Act-2013”, “Analysing Participants Psychology”, “Different Thinking Styles”, “Transactional Analysis”, “Training-Rapid Fire challenge”, “Prism Brain mapping tool”, “The Power of Thoughts”, “Art of speed reading”, Enhance effectiveness using ‘JOHARI window”, “Train your Brain for self-elevation”	From 24 <sup>th</sup> Mar to 13 <sup>th</sup> April
17	Innoserve	Online sessions on Advance communication	Mar-Apr-2020
18	AXIS bank	9 days CSO induction program	Feb –Mar 2020
19	Community Brands	Assertive Thinking - Relationship building & Collaboration	February 2020
20	Skillwise	Retail – Sales and CS training -12 days for US client	February 2020
21	Shapoorji Palonji	Design thinking & Emotional Intelligence	January 2020
22	Shapoorji Palonji	Managing your Customers	January 2020
23	Rohan Builders	Team building & collaboration Out bound session	January 2020
24	JSPM college of Engineering	Advance Excel Certification training from Microsoft for Professors	December 2019
25	TSSM college of Engineering	Advance Excel Certification training from Microsoft for Professors	December 2019
26	Cargill India	FMCG - Product, Process training of DSR's	December 2019
27	Shapoorji Palonji	2 sessions on 1. Conflict management 2. Advance Excel	December 2019
28	Training of Master Trainer (TOMT)  Axis bank  And  KPMG	Bosch Ltd. Bangalore  Design thinking  Customer Centricity  And  Advance Excel and Presentation skills	November-2019
29	Kaveri College of Art, Science & commerce	Student & Faculty development programs as Master trainer in multiple States	October-2019
30	NIA  and  Yes bank	Design thinking  Customer Centricity  and  Leadership training ( Team Bounding, Influencing Skills, for Branch	Oct-2019

		Head, Critical thinking, Emotional intelligence)	
31	Reico Industries	2 days Self-Empowerment – C2C Session with Mechanical Engineers and V&A	Oct-2019
32	Cargill India, Pune	Sales & Customer Service and Product knowledge refresher training for Promoters and DSR/SE managers	Sept-2019
33	Kurukshetra University	Influencing Skills & Team collaboration under Employability Skill training	Sept-2019
34	Shapoorji Palonji	Stakeholder management, Situational Leadership (Team work & Collaboration) and Presenting skills (Influencing and Impactful presenting skills)	Sept-2019
35	The New India Assurance	Customer Centricity 2 days	Sept-2019
36	GKB Hitech Lenses	Sales & Customer Service (Selling & Negotiation, Team collaboration & Project mgmnt.) , and V&A training - 5 days session	Sept-2019
37	Force motors	Stake holder management, Situational leadership for Senior leaders (Art of Delegation)	Sept-2019
38	JLL, Pune	Stakeholder management, JOSH – Energy to excel for mix group of Mid & senior management	Aug-2019
39	Castrol – Red carpet	Training for Sales team in multiple location	Aug -2019
40	KPMG Global Pune	Artificial Intelligence at Workplace 2 days training program for mid management	13 <sup>th</sup> Aug 2019
41	Ozran education	Artificial Intelligence at Workplace & Aptitude training	July-Aug-2019
42	JLL, Pune	2 days – Artificial Intelligence at Workplace and 1 day Advance Excel training for Project heads	July 2019
43	Madhavbaug Cardiac Clinics	Leadership development Artificial Intelligence at Workplace program for Doctors of MH	June 2019
44	Madhavbaug Cardiac Clinics	SoftSkill training TTT for Resident Doctors	June 2019
45	JLL, Pune	1 day – Stress management & work-life balance session  2 days –  Personal effectiveness & Business Communication and Writing Skills for Onsite Project heads	June 2019
46	Cargill India	Customer Service and Product knowledge refresher training for MH & MP regional Sales Promoters and DSR/SE managers	May-2019
47	Yes Bank	Situational Leadership program & Artificial Intelligence at Workplace – for Branch heads	May-2019
48	Mahindra Logistics	First time managers - Leadership skill training & Artificial Intelligence at Workplace , Planning & Procurement	26 <sup>th</sup> Apr-2019

49	Cargill India, Pune	Customer Service and Product knowledge refresher training for Promoters and DSR/SE managers	4 sessions in 2019
50	Aficoinado Technologies	Structured thinking & Problem solving and Artificial Intelligence at Workplace Case study based experiential learning session	6 sessions in Mar-2019
51	Mahindra logistics Factory employees (First time managers)	Leadership skills & Personal effectiveness , Artificial Intelligence at Workplace  Professional writing skills for First time managers and Managing Health , Planning & Procurement	Feb-2019
52	TTT for Accenture	Leadership Training program for 'First time leaders'	17 <sup>th</sup> & 18 <sup>th</sup> Jan 2019
53	Kaveri College of Art, Science & commerce	Employability Skill Training Topics  MS office & Quantitative Aptitude training and Introduction to Artificial Intelligence  Leadership skills, Teamwork & collaboration  Classroom - Aptitude training & Softskill sessions on Communication skill, Problem Solving and Negotiation Skills, Body Language, Manners and Etiquette and De-stress	Dec 2018 – 2019  (6 sessions)
54	Mitsubishi Electricals	Outbound training for Team bonding & collaboration	Dec-2018
55	Shapoorji Pallonji Group	Artificial Intelligence at Workplace and Advanced Excel training	Oct-2018
56	<b>For Skillwise - Retail module for entire Retail operations for Fuel Company - US client</b>	<b>International trade and finance, Retail Operations and Customer Service (Store Ops., Future retail, Merchandising, Buying, Warehousing, Supply Chain mgmt.. Latest Checkout systems, App. Pays mode, Digital retail etc.), Planning &amp; Procurement</b>	<b>Sept- Oct- 2018 and 2019</b>
57	IRDA sponsored by Bharti Axa LI, Bajaj Allianz GI & Cigna TTK	Creating awareness on Insurance and Finance management and Preparation of IC38 insurance exams	Ongoing from Nov-2017
58	Shapoorji Pallonji Group	Intermediate and Advanced Excel training	June/July-2018
59	VF brands (Lee, Wrangler & VAN's footwear	Finished Advance level and Basic level Soft Skill, Functional, Product knowledge and CS training for Store managers & Fashion associates @ Pune	March to May 2018
60	For Go-Frshly (4 cities)	Soft Skill (like – Leadership program, Effective communication, Team work/ building & Productive Outcome, Interpersonal skill etc.), Retail Skill, Sales and Customer Service, Negotiation Skill etc	June – Aug- 2017
61	For Skillwise - Retail module for entire Retail operations for US client	Leadership and Customer Service (Store Ops., Future retail, Merchandising, Buying, Warehousing, Supply Chain mgmt.. Latest Checkout systems, App. Pays mode, Digital retail etc.	May – Sept.- 2017 and Upcoming Sept-2018 to Oct-2018
62	Classic Polo by Royal Classic Group (RCG)	Retail Sales, Leadership and Customer Service(Communication Style, Influencing Guests & Sales Skill, Team bonding & Productive Outcomes) & Soft Skill	June-2016
63	N-Guru by NIIT Dell PC	Digital TTT module on Basic to Advance MS Office ( Excel / MS Word / PowerPoint) for Schools PAN India	Till June 2018
64	Westside, Trent Ltd as Coaching manager	Leadership training, Softskill, Product Knowledge, CS & Sales to CSA'S, SO's & Department Managers (On JOB as Coaching Manager	2004-2010
65	Globus Raheja's group	Visual Merchandising & CS, Loyalty Program (On JOB)	2003-2004
66	For Livewires Media Institute	Employability Module – Soft Skill training	May - 2017
67	Aarambh- N-Guru (Project by NIIT & Dell PC)	Advanced and digital learning for PGT's and TGT's mostly the basic to Advance use of MS Office ( Word, Excel, Access & Power point) for back office usage and teaching in classroom	From August- 2016 done 3 trainings till now
68	Shopper Stop, Raheja's group	Lifestyle Retail Trainer (Product Knowledge, CS & Sales) to CCA's (Regular Batches)	July 2014

69	Maverick Education & Training (IT)	Soft Skill & Retail Training to Students regarding Soft Skill and MS Office for Corporate use	Apr-2015
70	CMC Ltd , Pune (IT)	Soft Skill (Communication and Influential skills) & Aptitude for Entry level PD (Regular Batches), and MS Office for back-office and database management	2014-19
71	PIITS Pune (IT)	Retail & Soft Skill & Non-technical Trainings	Dec 2014-15
72	ANT Bangalore	Soft Skill & Retail skill for University Students- MH	2014-15
73	Empower Pragati for Pune University	Gems & Jewel Retail Trainer (Product Knowledge, CS & Sales)	Nov 2014
74	BCM Ltd , Pune (IT)	Soft Skill (Communication and Influential skills) & Aptitude for Entry level PD (Regular Batches) and MS Office for Back office & Database management	Sept 2013-18
75	GnA, Sooder's Ent	Soft skill, Communication & Supply Chain management modules, Aptitude and MS Office for Corporate use	2010-19
76	Eureka Learning	Aptitude, Professional Development & Transformation Learning for Students and MS Office for Corporate use	2013-19
77	Speak Well	Corporate English communication Skill & retail orientation	2012

#### **Content Development & ID work Experience –**

S.no.	Topic	Content details	Client	Hired / Outsourced by
Going on	Employees/ Professionals	Sector wise Business training content on Retail/ FMCG, Insurance, Automotive, Banking	I-edify Online Portal	I-edify
Going on	Campus to Corporate	e-learning modules 30 hours Soft skill and Website development	Machinfini	Machinfini
Going on	Enterprise Training	100 hours Entrepreneurship Course Content	Learners Club	TC
Going on	Website Content	Website Content	Mind Skill India	Nabhard
1	Campus to Corporate	15 modules for 6-8 semester	Skillablers, Bangalore	Association
2	Leadership Trainings	1. Ownership & Accountability 2. Effective Execution	BBC for Adani group	Association
3	Effective Communication Skill	5 - Communication Skill modules for School children	Skillenablers	Association
4	Personal Effectiveness	Personal Effectiveness for Mid management Client 'ADANI, Nagpur'	Bright Business Consulting	Outsourced
5	Lean Management awareness	Lean six sigma Presentation	Indian Institute of Quality management (AIQM)	Outsourced to me
6	Digest & Study reference Course material, Questionnaire etc.	Converting Book into Digest (Indian Administration-A foundation of Governance)	1702 Digital Advertising company	Outsourced to me
7	Storyboard & OTQ Questionnaire	Video based Content Development , Story board creation for Training of Mid & Senior management	Bija Trainings	Outsourced to me
8	Campus to Corporate program	Employability skill Training modules of 21 topics	Trainer's Club	Self

9	Article & Video Content	Article & Video's on Corporate Health	The Lead Speaker	Direct from company
10	Content and Designing Journal	ILT Module , Monthly Newsletter and Half yearly Journal	IAI3(International Association of Industry & Institute Interface)	Direct from Association
11	Campus to Corporate training Modules	ILT Module	Learn Talent	Direct from company
12	Creative content development for "Mobile App."	Health & Fashion category	Mida's Gravity	Direct from company
13	Soft Skill for Management (BBA/MBA) students	Soft Skill – Level1	Symbiosis	Kansal Corporate Consultant
14	Inside Retail store various related sub topics	ILT & WBT (Structured digital learning program)	Aptech (Aviation and Hospitality academy), Mumbai	Multiversity , Pune
15	Retail Operations & Management	ILT & WBT (Structured digital learning program)	NSDC (National skill development council)	MRCC / Netvidya, Thane & Rgtd. UK
16	Academic content development	WBT- Articles, Essay's, Case stories etc.	Intl.UK / US course based for Students	Project deal, Pune
17	Sub-Editor	Yogras English Health magazine	Yogras Health & Lifestyle magazine	Yogras Publications

#### **Academic & Professional Education:**

S.No.	Class	Collage / University	Year
1	PHD in Physiology & Doctors in Naturopathy (ND/NMD)  (Naturopathy includes Natural Alternate healing Therapies, Diet & Nutrition Plans, Yoga Science & Art of Living)	IBAM Kolkata / Trinity University	2016-2017
2	PGDBA (Marketing)	SCDL (Symbiosis Collage of Distance Learning), Pune	2005-2007
3	B.Sc (Maths)	SSC, Barkatullah University, Bhopal	1999-2000
4	12th	Bhel Shiksha Niketan, CBSE Board , Jhansi	1996-1997
5	10th	Bhel Shiksha Niketan, CBSE Board , Jhansi	1994-1995

#### **Knowledge Record- Additional Diploma & Certifications-**

S.No	Areas of certification	From	Year
1	Insurance License (Composite)	IRDA (Lic.#12611114)	Oct-2017
2	Retail Assessor	RASCI (Retailers association's skill council of India)	Apr-2016
3	Gems & Jewel Retail Trainer	NSDC- National Skill development council of India for Pune	Nov-2014
4	Fashion Lifestyle Retail Trainer	MCG- Manipal City & Guild, Mumbai	Aug-2014

5	Mastery in Yogic science (Kundalini Yoga, Hatha Yoga, Power Yoga, Corporate Yoga, Rhythmic Yoga, Dance Yoga, Health Specific Yoga Consultation)	GYSK, Mumbai & Anmol Mehta Yoga Institute NY	July 2012 & Dec-2013
6	Reiki Healing Level-2	SMYK Mumbai	June-2011 & Aug-2012
7	ADWET- Advance diploma in web designing & e-commerce technology(Full time)	STG Intl, Delhi	2000-2001

#### **PERSONAL RECORD**

- **Date of Birth** : 01Dec 1979
- **Birth Place** : Bhopal – MP
- **Current City/Country:** Pune – MH - India
- **Father & Mother** : Mr. D.K. Verma (Retired) & Mrs. Nirmala Verma (Homemaker)
- **Willing to travel** : Yes
- **Languages:** English / Hindi
- **Sports:** Yoga & Marshal Arts, Athletes ,Basket ball and Badminton

Yours Sincerely,

Dr. Swati Verma