

# DAGMA DIAS

Functional Retail Trainings | Communication Expert | Behavioral Trainings  
15+ years of HR & Training experience



+91 9920913180



ddias1301@gmail.com



Mumbai, India



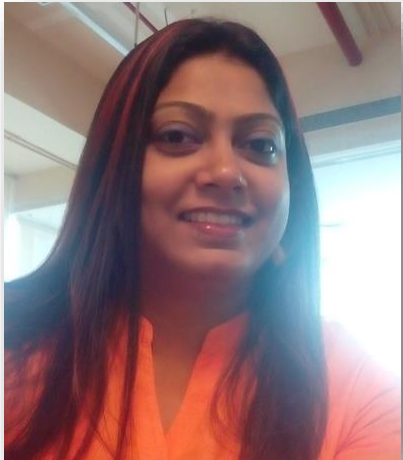
6000+ Hours trained



12000 Junior level and  
1000+ Mid level Managers trained



20+ Brands



## Trainings conducted on

- Communication Skills
- Verbiage and Intonations
- Lateral thinking
- Induction Programs
- RASCI – Level 3 & 4
- Customer Service Excellence
- Sales Data Analysis
- Retail KPIs
- Visual Merchandising
- Cashiering
- Grooming
- Selling Skills
- HR policies
- Season's Collection Training (SS/AW – Mens/Womens/Kids)
- Online-POS Integration
- Brand Values
- Teamwork & Management
- Product Training
- Presentation Skills

## Key Retail Brands trained for

- Big Bazaar
- Hometown
- Fashion@Big Bazaar
- EZone
- Planet Sports
- Brand Factory
- Flying Machine
- GANT
- Aeropostale
- USPA
- Kelloggs
- Arrow
- Central
- Prabhat Telecom
- Philips Lighting
- Unlimited
- Future Lifestyle Fashion
- Titan / Helios Watches

## About me

- Currently - Freelancing since 1 year for the trainings and brands mentioned above.
- Was 4 years full time with one of the Retail Giants in the Capability Building Dept creating L&D strategies, design & delivery of training programs, recruitment and "booting/induction" of trainers. external partner/consultant alliances, cost/process improvements, analysis and feedback, MIS reporting, stakeholder/team management, classroom & outbound training.

- Master's Degree in Labor Studies
- Bachelor's Degree in Arts
- Certified SOSIE member
- Conducted 10 TTT programs