

AGE – 37 YEARS   GENDER– FEMALE   MARITAL STATUS – MARRIED  
PASSPORT NO. G1467157   DATE OF EXPIRY: 18/01/2017   VISA TYPE: B1/B2 VALID  
TILL 04/2018  
10 C KANYA, NOFRA, COLABA, MUMBAI  
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# ANKITA KISHORE

## PROFESSIONAL EXPERIENCE (ELEVEN YEARS)

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April 2013 – Present

### **Director Operations and Head – Learning and Development for Flip The Reel** ([www.flipthereel.com](http://www.flipthereel.com))

- Flip the Reel is a learning and development enterprise which designs and executes customized strategic learning expeditions that enable organizations to meet business challenges through innovation and change.
- To work on specific behavioural competencies based on the four stage of learning cycle i.e. feel, think, analyse and create.
- To design strategic learning expeditions for corporates.

June 2012 – April 2013

### **Corporate Trainer and Content Writer at NBA Group of Institutions, New Delhi** ([www.nba.edu.in](http://www.nba.edu.in))

***Chief Editor of college magazine 'The Geist'*** -  
<http://www.nba.edu.in/e-magazine/index.html>

- To identify training needs and changing mind sets.
- To identify & help students overcome the shortcomings in their personality from their first day till their placement.
- Trained students in their transition from Campus to Corporate
- Worked with Training and Development team in designing

modules and conducting workshops for management students of Jamia Hamdard and other universities in Delhi Area.

- Designed modules and lesson plan for ‘Student Success Factor’ related to Mass Communication and Management courses in the college.
- To initiate the process of resume building exercise for placement activities.
- Designed and Developed programs on ‘**Six Thinking Hats**’ to introduce the concept of thinking amongst students of NBA.

August 2010 – March 2011

**Learning Specialist at Chrysalis HRD**  
**([www.chrysalishrd.com](http://www.chrysalishrd.com))**

- Worked on designing numerous training modules and conducting diagnostic sessions across industries based on the robust process of designing followed in the organization.
- Interacting with clients and diagnosing learning needs, developing a robust training module as a learning solution which is both experiential and teach based, researching extensively in the area of learning need, creating learning effectiveness assessment tools and strong sustenance plans.
- Collaborate with executive team and unit managers to assess each department’s learning subject matter and training needs.
- Develop and coordinate a training curriculum for end users of all levels, as dictated by organizational goals and objectives.
- Conduct Training on Business Communication Skills, Team Building Skills, Leadership Skills, Positive Attitude, Time Management, Selling Skills etc.
- Present instructor-led and web based training session.

June 2009 – June 2010

**Faculty for Business Communication for EMDI Institute of Media and Communication, Mumbai**

- Conducting classroom Teaching and Imparting Practical value based learning.
- Maintaining Industry - Institute Interface.
- Assisting and guiding students in assignments and project work.
- Responsible for grooming future managers and help them in their transition from Campus to Corporate.

July 2008- March 2009

Worked on a Project as **Corporate Trainer for ThinQdynamiQ, Mumbai**

- Worked for clients like Vodafone, Synergy etc.
- Content development and Training was part of the profile; is required to train on Behavioral Skills.
- Identifying challenge areas, key issues, current skill-sets, learning & application gaps.
- Get familiar with the organization and its work processes & culture.
- Basic or detailed competency assessment.
- Evaluate effectiveness of the training intervention with regard to organization goals.
- Measure success of the training translated to the benefits to the business.
- Assess areas that need further intervention.
- Conduct Training on Business Communication Skills, Team Building Skills, Leadership Skills, Positive Attitude, Time Management, Selling Skills etc.

September 2005 – August 2006 **Chrysalis HRD, Mumbai**  
([www.chrysalishrd.com](http://www.chrysalishrd.com))

**Corporate Trainer/Content Developer**

- Responsible for Orientation and Training of New Employees
- Provided training to managers and customer service staff on soft skills.
- Required to train on Behavioral Modules for various clients. Report writing, Assessments is a part of the job profile.
- Manage floor support activities to identify gaps in customer service & implement continuous improvement interventions.
- Have the ability to give learners feedback and coach them towards improvement.
- Observe, co-lead, and lead new hire and on-going training.
- Conduct formal walk-through of training materials and make revisions with course development, as necessary.
- Content developer for Soft Skills modules( Business Communication Skills, First Time Manager, Time Management, Leadership Skills, Coaching and Mentoring, Email Writing Skills)
- Have worked for clients like eServe, ABN-AMRO, Airtel, Hutch etc.

June 2004-May 2005 RAI Foundation, Kochi Campus, Kerela  
([www.raifoundation.org](http://www.raifoundation.org))

**Soft Skills Trainer/Content Writer For RAI Business School**

- Founded and premiered the training and development department at the Kochi campus of Rai University.
- Process Owner of Training and Development for Kochi campus.
- Responsible for grooming future managers and help them in their transition from Campus to Corporate.
- Maintaining individual and departmental training records, including those of renewal training and updating records.
- Troubleshooting processes and procedures resulting from training that is not effective.

- Managing the training room utilization.
- Provide day-to-day administrative support to the Training Head.
- Responsible for the distribution and co-ordination of all training material received at the center.
- Develop and defend budgets for department training programs.
- Maintaining database of training vendors and specialists and coordinate their timely payments.
- Conduct training program in soft skills like communication skills, leadership's skills, and Team building skills for under graduate and postgraduate students.
- Visiting Faculty for Rotary Youth Leadership Award camp, YMCA, Fort Kochi.

June 2003 – April 2004      **Smart Kids ([www.smartkids-india.com](http://www.smartkids-india.com))**

**Bangalore, Karnataka**

**Life Skills Trainer**

- To identify training needs and priorities associated with educational planning, monitoring, and evaluation.
- Provided training in personal development skills in a classroom setting to students of higher secondary.
- Trained and experienced in helping protégés as a mentor
- Provide support to children's system of care professionals and families via training.
- To take feedback regularly, be quick on the uptake, manage effectively and implement corrective action.
- Conducted presentations on subject like 'Body language and interview techniques', Leadership skills etc.

**1999-2002 Daksh eServices Ltd. ([www.daksh.com](http://www.daksh.com)) New Delhi**

**Customer Service Manager**

- Embodied the spirit of excellence through team building, able

leadership and sound man-management skills.

- Provided support to the team by acting as the first line of escalation of customer related queries to accomplish the goal of providing exceptional customer experience.
- Directly responsible towards fostering the development of my team by motivating them and ensuring career advancement and a long-lasting and fruitful relationship of the team with the Company through feedback and counseling.
- Addressed performance, morale, and motivation problems through training and consultation, and needs assessment techniques.
- Managing the trainer timetable and day-to-day diary commitments.
- Was a part of a Quality team for a seminar in quality management that took place in Seattle, United States. (May 2001).

## EDUCATION

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### **2008-2010 NMIMS Mumbai (Two Years)**

Post Graduate Diploma in Human Resource Development

### **1996 – 1999 Delhi University New Delhi**

BA, English Language and Literature

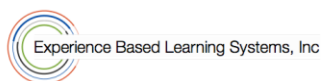
### **1996-1999 APTECH New Delhi**

Diploma in Software Application

## PROFESSIONAL CERTIFICATION

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**Certified Experiential Trainer from Experience Based Learning Systems, USA**



**Statement of Accomplishment in 'Creativity- Music to my years' by Stanford University through NovoEd**

## SPECIAL AREAS OF EXPERTISE

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Career Management, Time Management, Social Etiquettes, Stress Management, Counseling, Leadership Skills, Business Communication, Team Building Skills, Interview Techniques, Body Language, Selling Skills, Mentoring and Coaching, Train the Trainer, Presentation Skills, The Art of Public Speaking, Change Management, Social Conversation, Goal Setting, Cross Cultural Communication, Creative Thinking, First Time Manager, Negotiation Skills, Conflict Management

## REFERENCES

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Parveen Kaur: 9711167493

Tabish Husain: 9958184646

## Objective

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Design strategies and programs to facilitate change in the organization and among individuals and make people realize their full potential by harnessing their creativity.

## INTERESTS AND ACTIVITIES

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Travelling, Reading, Interacting with people, Golfing (Handicap 24), Swimming, Biking and Conducting events (Navy Ball 2011, NBA Fresher's Party' 2012)

## IT SKILLS

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Ms-Office, Flash 2000, Html, Page-maker

## AWARDS RECEIVED

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- Conferred the best debut teacher award on Teacher's Day' 03.
- Conferred the Best Team Award for Customer Ecstasy in May 2001.
- Conferred the Best Trainee award for Voice Process in Daksh services Ltd.