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***Facilitator & Trainer offering over 14 years of rich experience with a diversified background in training across the industries. Mastered optimizing training in multi-cultural settings via the innovative integration of multimedia, the sharing of ideas, and by providing a framework that inspires skills development in learners of all ages and backgrounds***

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| **Richa Sekhar** | |
| core24x24icons **Key Skills** | knowledge24x24icons**Profile Summary** |
| |  | | --- | | Image Management | |  | | Experiential Learning methods  Training and Development  Training Needs Analysis | |  | | Soft Skills | |  | | Personality Development | |  | | Strategic Planning & Leadership | |  | | Operations Management | |  | | Process Management | |  |   **Soft Skills**    Team player  Communicator  Innovator  Thinker  Adaptability  Empathy  Positive Attitude  Willingness to learn | ***Uncovering opportunities & directing trailblazing strategies to improve operations, project & deployment of the process by initiating various training programs, using a wide variety of training aids, motivational and implementation strategies***  *------------------------------------------------------------------------------------------------------------------------------------------------------------------------------*   * ***Soft Skill Trainer, Process Trainer & Experiential Learning Trainer:*** Facilitated large groups and sessions with a focus on a variety of interpersonal and leadership development topics; guiding participants through experiential learning simulations and activities * **Skilled in customizing workshops to address business needs, with inherent focus on Emotional Intelligence, Adaptability**, Willingness to empower individuals and teams to adapt and address rapid industrial and technological evolution * **Extensive experience in designing & conducting customized training programs geared towards optimizing knowledge** & operational efficiencies of client organizations * **Proactive in developing learning content to improve leadership competencies and behaviours that integrates adult learning and leadership development theory** and puts it into practical application in the form of instructor-led sessions and other blended learning solutions * **Functional expertise in managing the overall training operations with key focus on SLA’s & SOP’s & bottom line profitability** by ensuring optimal utilization of resources for enhanced operational effectiveness * **Impressive success in implementing training programs**, assessing trainee needs, evaluating results & offering advice to program beneficiaries * *Familiar with experiential & cognitive learning and possesses a flair in some of the prominent training methodologies* |
| career24x24icons **Career Timeline**  **Freelancing Experience**  C:\Users\isha.gupta\Desktop\2019\February 2019\Richa\download.png      Dec’04-May’05  May’05-Jun’06  Aug’06-Feb’16  Feb’16-Present | |
| C:\Users\isha.gupta\Desktop\2019\February 2019\Richa\download (1).pngC:\Users\isha.gupta\Desktop\2019\February 2019\Richa\download (2).png  Oct’06-Jan’08  MM’98-MM’00 | |
| edu24x24icons **Academic Details**   * Bachelor of English from Anna Adarsh College for Women, Madras University in 2006   **Certification**   * Professional Trainer Certification, Design and Facilitation   Institute: IIPE, Canada   * Train The Trainer Certification, Workplace Development & Training, Institute ICBI   **Freelancing Experience**  **As Soft Skill Trainer, Process Trainer & Experiential Learning Trainer Feb’16- Present**  **Key Result Areas:**   * Designing custom training workshops and knowledge transfer plans that caters to specific challenges faced by teams at entry and mid-level managers in operations and onsite visit * Providing one-on-one training to the professionals and rendering support to professionals to discover their potential, learn and acclimatize various qualities and behavioural skills and align them to their job profiles * Making employees realize and understand the importance of both personal & professional goals and achieve them * Conducting solution focused workshops and including a range of training methodologies such as Role Plays, Group Exercises, Individual Activities, Videos, Case Studies and Discussions * Taking group sessions for Mid-Level Managers, Junior Executives, Healthcare Professionals, Credit Controllers , Quality Analyst & Students * Evaluating effectiveness of training and development programs and utilizing relevant evaluation data to revise or recommending changes in instructional objectives and methods * Planning & conducting TNA (Training Need Analysis), utilizing information for content preparation; creating & updating the database * Imparting Soft Skills Training, Behavioural Sessions, Process Trainings for skill set enhancement * Reviewing and developing action plans for soft skills training * Designing and implementing faculty development on the use of experiential learning and simulation to support knowledge and skill acquisition   **Trainings Delivered – Signature Solutions**  **Trainings Delivered – Pre-Designed Group Workshops**      **Work Experience**  **Aug’06-Feb’16 with Accenture Service Pvt. Ltd., Location**  **Growth Path:**  Senior Process Associate Aug’06-Jul’08  Process Analyst – SME Aug’08-Sep’10  Assistant Manager / Aftermarket Service Advisor, Specialist Oct’10-Feb’16  **Key Result Areas:**  **Process Operations**   * Monitored the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level * Managed project operations with key focus on ensuring Service Level Agreements (SLA’s), Standard Operating Procedures (SOP’s) as well as interacting with prestigious clients, business partners, industry leaders, vendors & other key stakeholders * Responsible for the B2B Credit Collections for UK based Client * Managed all escalations individually and actively participated in enhancing /streamlining business processes * Improved department standards continuously ensured self-support throughout the team * Suggested ideas to streamline BMC remedy tool across business units   **CRM/Service Delivery**   * Improved customer service technique, supplier on time delivery metrics and approach through operations excellence to ensure client satisfaction in all deliverables * Monitored delivery of high-quality customer experience, elevated customer satisfaction, while adhering to the SLAs and work processes and thus managing cost-effective operations * Worked closely with service delivery lead and on-site customer liaison to drive kaizen events to redesign process flow to adopt cost effective measures and tap additional opportunities to existing processes * Recruitment for customer service – aftermarket analyst for pilot batch , Attrition management and hiring replacement as per forecast and demand   **Strategy Planning/Leadership**   * Led a team of 47 associates (45 CS associates and 3 team leads ) servicing clients across aftermarket supply and services functions (repair and spares) spanning across CSR support and supplier liaison support, supplier reporting, order admin, delivery assurance, expedites, reporting, retrofit, quality compliance, strategic contracts, inventory rebalance and spares management * Worked with internal teams based on feedback (MFA) provided by clients and develop a robust action plan to address any developmental feedback received from key stakeholders   **Highlights: (Across the Career)**   * **Steered efforts in:** * **Delivering predictable solutions by understanding pain areas** in client’s business via MFA results and provided solution by process reengineering and drove robust corrective actions * Implementing workflow management tool to streamline supplier escalations, supplier scorecard which focuses additional parameters over and above OTD for tracking supplier performance * **Recognized as a part of end-to-end transition of all customer services roles** for existing account, successfully set-up an exclusive reporting and order management team to enhance supplier performance reporting in a centralized manner * **Played a key role in setting MIS team for reporting external and internal supplier performance** which has yielded tremendous results and was referred as success story for organic growth of account * Transitioned General Procurement process for a Retail Client * **Proven Excellence in reducing aged helpdesk tickets and mapped upstream** and downstream process flow to identify process steps to reduce AHT from 7 min to 4.5 min * Prepared LWI for AP helpdesk process and did reverse KT for new service provider * **Achieved highest CSAT scores for 5 months in row** * Kept 180+ aging to the minimum * Worked in unallocated Cash and Suspense management   exp24x24icons **Previous Experience**  **May’05-Jun’06 with E Serve International Limited, Erstwhile Citigroup Global Services, Location**  Collection Executive: In house recovery  **Dec’04-May’05 with Pizza Corner Private Limited, Location**  Customer Service Associate | |