

DIMPAL PANWAR

Process & Soft Skills Trainer

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CAREER OBJECTIVE

Dynamic and results-driven professional with a passion for training and development. Skilled in designing and delivering both process and soft skills training programs aimed at enhancing technical proficiency, communication, and workplace behavior. Seeking a challenging role to leverage expertise in training, team performance, and continuous improvement to contribute to organizational success.

PROFESSIONAL EXPERIENCE

Process Trainer

Teleperformance, Gurgaon, Haryana

May 2022 - Jan 2025

- Designed and facilitated both process and pre-process training sessions for effective employee onboarding.
- Delivered soft skills training on communication, customer handling, etiquette, and behavioral development.
- Served as a Global Subject Matter Expert (SME), supporting international teams and optimizing global training strategies.
- Mentored newly promoted trainers in facilitation techniques, curriculum delivery, and learner engagement.
- Developed and evaluated training materials aligned with client expectations, improving team performance.

Process Trainer

Kochartech, Amritsar, Punjab

July 2021 - May 2022

- Conducted a blend of technical process and soft skills training to boost team efficiency.
- Led workshops on communication, teamwork, and customer service excellence.
- Customized training modules to align with organizational goals and improve productivity.

Soft Skills Trainer

Institute of Language Management, Bangalore

April 2019 - March 2020

- Delivered interactive sessions on communication, leadership, and professional etiquette.
- Created and executed training modules to promote a positive workplace culture.

EDUCATION

Bachelor of Commerce

Andhra University, Visakhapatnam

2016 - 2019

12th Standard (Commerce)

SKILLS & EXPERTISE

- Process Training & Onboarding
- Soft Skills Development (Communication, Leadership, Etiquette)
- Train-the-Trainer Facilitation
- Global SME Support
- Public Speaking & Presentation
- MS Office Suite & Canva
- E-learning Content Development

LANGUAGES

- English: Fluent
- Hindi: Fluent
- Telugu: Basic