

# ANIKET SHAH

## Lead - Training & Quality

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Kolkata, West Bengal



## EXPERIENCE

### Lead - Training & Quality

#### Concentrix Daksh Services India Pvt Ltd

03/2024 - Present Kolkata

- Designed and implemented dynamic training programs to meet diverse learner needs
- Conducted sessions (virtual & in-person) using innovative learning techniques
- Introduced ERP-based tracking via CIS Central for process improvement
- Mentored new trainers and collaborated with leadership to align L&D initiatives

### Process Trainer

#### Tech Mahindra BPS Ltd

01/2023 - 03/2024 Kolkata

- Delivered engaging onboarding and upskilling programs for new hires
- Created digital training materials and conducted skill evaluations
- Analyzed feedback and performance data to improve training outcomes

### Customer Support Associate

#### Tech Mahindra BPS Ltd

05/2021 - 01/2023 Kolkata

- Delivered quality customer support across multiple channels
- Provided process feedback and maintained client satisfaction
- Recognized for exceptional communication and 'Wow Call' client appreciation

## EDUCATION

### Bachelor of Computer Applications

#### Techno Main Salt Lake

2019 - 2022 Kolkata

### Higher Secondary School Certificate

#### National Gems Higher Secondary School

2016 - 2019 Kolkata

- | ICSE: 96.5% | ISSC: 92%

## TRAINING / COURSES

Design and Deliver Training Programs

Career Essentials in Generative AI

## SUMMARY

Lead Training & Quality Experienced Learning & Development professional with over 3 years of expertise in instructional design, training delivery, quality assurance, and change enablement. Proficient in ERP tools (CIS Central), data-driven learning analysis, and workforce capability building. Adept at leading large-scale training transformations, mentoring teams, and aligning learning strategies with business objectives. Skilled communicator with a passion for organizational development and continuous improvement.

## KEY ACHIEVEMENTS

3x Best Trainer Award - Tech Mahindra

Best Lead (Q1, Q2 & July) - Concentrix

Client Recognition for Process Improvement

## SKILLS

Instructional Design

Content Development

ERP: CIS Central

Learning Evaluation

Project Coordination

Communication & Presentation

SAP Basic

Six Sigma

Tableau

Storyboarding

Change Management & Stake Holder Engagement

Data Analysis

Excel