



Sarthak Sundriyal

Process Training Specialist



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I have been associated with, one of the biggest giant in the corporate as a proces trainer and have been training professionals in Customer service skills, Credit services, Ecommerce support, escalation handling and telecom services.

EDUCATION

Delhi University

August 2015 - June 2018

Major: B.A (commerce)

GPA: 7.0

HARD SKILLS

Training & Development



Leadership



Strong communication skill (verbal & written)



Advance research skill



Customer Relationship Management



Instructor Led Training



Virtual training session



Train The trainer



Training Evaluation



Coaching and Feedback



LANGUAGES

English



Hindi



EXPERIENCES

October 2023 - Till date

Majorel (Process Training Specialist)

New Hire Training Management

Initial process training outlining job requirement.

On job training support providing hands on experience.

Guidance and support through certification completion.

Trainer Development

Train and support trainers during client certification process.

Document feedback and improvement areas using the trainer observation form.

Have conducted various Train The Trainer sessions.

TNA/TNI

Working closely with the Operations and supporting them to increase the KPIs of the advisors working.

Quality Assurance Feedback and Coaching

Performing audits on the floor.

Feedback and coaching sessions to align the employees and highlight the areas of improvement.

January 2022 - October 2023

Concentrix (Trainer)

Providing training to the new hires batches 20-25 employees and supporting them through the OJT.

Providing real time feedback for the employee on the basis of their performance regarding soft skill and process knowledge.

Managing all of their admin roles along with giving them guidance and support for their own development.

Working closely with the Operations and supporting them to increase the KPIs of the advisors working.

Imparting process update daily and maintaining the process knowledge across various sites .

Creating training and learning modules for the new hires along with the existing advisors.

Training virtual batches for various different sites .

November 2020 -
January 2022

Concentrix (Senior Advisor)

Working as a front line support for US based retail giant.

Providing real time resolutions over chat & email.

Handling escalations chat and emails.

Supporting the new hires in OJT.

Meeting the KPI's of the process and meeting the quality standards set by clients.

September 2018 -
December 2019

Marriott International

Taking care of customers concern and processing bookings via different tools.

Dealing with elite customers regarding every single concern or service.