

OBJECTIVE

To contribute meaningfully to the growth and success of the organization by undertaking challenging assignments and delivering timely results using my knowledge and skills. I also look forward to work in a progressive environment.

EMPLOYMENT DETAILS AND EXPERIENCE

iT Learning Solution Asia Pte Ltd- "A FastLane Company" (09th Dec 2015 to 05th Oct 2018)

Designation: Operations Lead-India

Managing complete training delivery operations.

- Working with the Director Sales, create a calendar of programs, schedule them and ensure they are properly communicated to the target audience or client by sending mailers, communications etc.
- Working with BU heads, team members & key stakeholders from client side on selecting the right audiences and managing smooth running of programs.
- Publishing GTR classes (Guaranteed To Run classes) calendar over website.
- Taking care of all kind of logistic arrangements like labs, equipment, courseware for scheduled trainings.
- Manages any kind of onsite issues, related to logistics or participants (remote labs. Kits etc.)
- Post program ensures that participants receive the feedback forms on time and follows up to ensure 100% of the class provides feedback.
- Bringing in quality external instructors for deliveries.
- Taking care of multiple trainings at one time running onsite or via webex.
- Ensuring attendance database is accurate and intact by putting details in LMS
- Trainings Handled : Cisco, NetApp, Vmware, Microsoft .
- Ensuring Standard delivery procedures as per company norms for effective learning.
- Maintaining client relations and consistency of communication between my company & main contacts from L&D team of client.
- Submission of monthly reports having details like trainings, revenue, score, no.of participants trained etc.
- Taking care of PO received and invoices received from partners, external trainers, external venues etc.

- Working with global FL entities like UK, USA, Germany for planning, organizing and running training programs.

Dimension Data India Ltd.(4th Feb 2013-8th Dec 2015)

Worked with Dimension Data India Ltd- Training Services, Training Partners as Executive-CoE (Training Coordinator) based out in New Delhi.

- Taking care of training business operations in India for successful completion of trainings on client site as well as @ our training centers also taking care of complete documentation required from client, online attendance tool (all India) and also maintaining track records of trainings held. Maintaining records for logistics that are used for the delivery of trainings (for labs) and timely delivery at training locations, Also tracking the delivery of course materials for timely delivery at training location.
- Handling certifications for various trainings required by client or exam taker.
- Coordinating with internal team & external clients for deliveries.
- Coordinating with trainers, about their travel plans & stay. Making arrangements.
- Keeping track record for (training documents) training attendance, participants list, feedbacks & Course completion sheet coming in after successful completion of training & also Pre/Post test evaluations. These documents are taken for records and also to be sent to client (for whom the training is delivered) for payment release along with Invoice and a copy of PO.
- Pre training discussions with clients on what is the requirement or what documents required after completion of training so that each and every document can be taken and completed on time.
- Main point of discussion with the client for documents is to take out output (ROI) received from training.
- Keeping finance tracks eSOF (Electronic Sales Order Form), for releasing invoices and receiving payments on time. (Billing)

G.R.Bathla Publications Pvt Ltd. (2 March 2012 till 30Oct 2012)

Worked with G.R.Bathla Publications Pvt. Ltd. INDIA a leading publishers in educational books, handling the client database along with handling the orders and queries from the clients. Preparing orders, coordinating with the clients as well as with the internal staff for day to day activities.

Global Knowledge Network India Pvt. Ltd.

Job Profile:

Taking care of Technical Trainings in Delhi zone for generating revenues for the same. Taking care of everything needs for initiating a successful training from coordinating a trainer, arranging technical calls with clients till closing of the deal. **Resigned on Oct 7, 2011.**

PEARSON VUE (APAC Headquarters) (04/Aug/2008-03/Aug/2009)

JOB Profile:

Worked in MNC Pearson VUE (Education & Training) in Noida as Project Coordinator (Contract) , looking after International Business operations for Cisco (Bundle Project) in **India, China, Mexico & Brazil**. Also in other countries like **Singapore, Malaysia, America** etc. In India working closely with some big educational clients (CLSP) like NIIT, IIHT, Global Knowledge and Datacraft. In China with **NIIT & ITLS**. (**Source or one point of contact for project for all the countries, Call center (HCL Noida), CLSP's.**)

Responsibility:

- 1 **Directly liasoning with the partners, setting up the meetings defining the process and procedures to be followed for the respective ongoing projects. Forwarding the process and procedures to the concerned authorities/people to get the project completed in successful manner.**
- 2 To get the student registered, keeping the registration records enrolled in different courses of **(Cisco)** under bundle project scheduling the exams of the candidates, keeping the track, rescheduling, advance scheduling and centers activation etc. Handling documentations for test centers of channel partners also.

ACADEMIC QUALIFICATIONS

- 1 Higher Secondary from CBSE Board in the Year 2000.
- 2 Senior Secondary from CBSE Board in the Year 2002.
- 3 Graduation (B.com) form Chaudhary Charan Singh University in the Year 2005.

PROFESSIONAL QUALIFICATION

Six months Certification course of Web Designing and MS office from TATA INFOTECH, Meerut.

COMPUTER PROFICIENCY

- 1 Internet Access.
- 2 Basic Knowledge of Computers.

COMMUNICATION SKILLS

I possess required communication skills to interact with people at all levels. I can put across my views and ideas in an effective crystal clear manner. I have necessary command over both the Media i.e. written as well as spoken.

PERSONAL DETAILS

Date of Birth : OCT. 17, 1984

Father's Name : Mr. Ramesh Chandra

Marital Status : Married

Passport No. : K9419809

Permanent Address : A-4 (LAL NIWAS), Jawahar Quarters, Kutchhery Road,
Begum Bridge, Meerut U.P.-250001

Correspondence Address : C-62A, Ground Floor, Kalkaji, New Delhi-110019

Mobile No. : +91-8860832019

Open to travel within India & abroad : Yes

INTERESTS

- 1 Playing and Watching Cricket.
- 2 Interacting with people.
- 3 Traveling.
- 4 Driving.

(Pratul Chandra)