Technical and Soft Skills Trainer

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Experience Summary

- 20 years of experience in delivering services and products in IT and Management consulting firms
- International exposure with over 10 years of work experience in the US, UK and Singapore
- Managed delivery of 50+ projects spanning technology, operations and consulting spaces for clients in US, Europe and Asia
- Managed over 250 people across client projects and organizational initiatives
- Established multiple centers of excellence to develop new capabilities and improve delivery services
- Developed and deployed training programs for over 100 new employees
- Delivered training in 20+ technical and soft skills subjects to a variety of audience. Training programs were very well received and my facilitation skills consistently received high ratings from the audience. Facilitated "Train the Trainer" sessions to enable others to deliver training in view of increasing demand
- Interviewed 1000+ experienced candidates and fresh graduates from campuses across India and the US
- Master in various MS office tools and hands-on experience in BI, data warehousing, data modeling, SAS, Oracle, SQL, UNIX and web application development tools
- Deep expertise in sales and marketing business issues in Pharmaceutical domain and project delivery experience in banking, financial, healthcare and biotech industries
- Excellent project management, presentation and communication skills with sharp focus on work execution and quality management
- Sharp analytical skills with proven ability to handle complex unstructured problems

Training Experience

- Developed and deployed training programs for over 100 new employees
- Oversaw delivery of 4 weeks training program to batches of 30+ employees every quarter
- Facilitated "Train the Trainer" sessions to enable others to deliver training in view of increasing demand
- Delivered training in different formats e.g., presentation led, brainstorming focused, role plays, on audio and video conference
- Created training materials for 20+ subjects in technical and soft skills areas
- Delivered training in over 20 subjects to a variety of audience including Project Management, Team Management, Goal Setting, Presentation Skills, Business Writing, Data Quality Management, SAS, Excel, SQL, UNIX, Oracle, BI, Data Modeling etc.
- Training programs were very well received and my facilitation skills consistently received high ratings from the audience
- Ability to engage audience through use of quizzes, individual and group activities, sharing of real life examples, analogies with popular situations, use of light humor etc.

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Project Management & Technical Experience

- Delivered small to very large and complex multi country projects in DWH, Reporting and Business Intelligence space
- Performed various roles on client projects including project planning and management, requirements gathering, system architecture and design, quality assurance, UAT, system deployment and on-going operations
- Did Relational and Dimensional data modeling on several projects
- Developed reports using Crystal reports and Actuate
- Designed new reports and enhanced existing reports and dashboards to make them more insightful and actionable
- Setup complex data management systems in SAS to process large volumes of data required on various analytical and consulting projects
- Setup various models in Excel and used VBA to exchange data among MS Office applications
- Developed shell scripts in UNIX to automatically schedule DWH jobs
- Wrote SQL, PL/SQL code in Oracle and SQL Server to interact with Visual Basic applications
- Created web applications using ASP, JavaScript, HTML, Microsoft Transaction servers and Visual basic
- Created and delivered a large number of client presentations

Skills

SLDC	Program / project management, Requirements gathering, System design, Testing, UAT, Project governance, Data quality management, Risk management
BI / DWH Concepts	Data Management, Data Warehousing, Data Modeling, Reports Design, Master Data Management, Data Governance and Stewardship, Data/ systems Integration
Business Processes	Incentive design and management, quota setting, customer valuation and segmentation, customer alignment and targeting, performance management
Databases	Oracle, SQL Server
Data Management / Analytics	SAS, Access, Excel
Project Management	MS Project, JIRA, Fogbugz, HP Quality Center,
Data Modeling	ERWIN, Visio
Programming	SQL, PL/SQL, Shell Scripting, C, Visual Basic, ASP, HTML, Javascript,
Reporting	Crystal Reports, Actuate, Access
Operating System	UNIX, Linux, Windows
Miscellaneous	MS PowerPoint, MS Word, Outlook, OneNote, InfoPath

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Professional Experience

- Worked as Manager with **ZS Associates India Pvt. Ltd., Pune** (Jul '08 to Oct '14)
- Worked as Consultant with **ZS Associates**, **Princeton, USA** (Sep '01 to Jun '08)
- Worked as Senior Analyst with **Avesta Computer Services, New York, USA** (Apr '99 to Aug '01)
- Worked as Senior Software Engineer with **Steria Group, Noida** (Mar '97 to Mar '99)
- Worked as Software Engineer with **Citicorp Information Technology Industries Ltd., Bangalore** (Sep '94 to Mar '97)

Education

- **B. Tech** in **Computer Engineering** from **NITK, Surathkal**

Courses Offered - Soft Skills

Communication	
• Business Writing	• Presentation Skills

Personal Development	
• Anger Management	• Goal Setting and Getting Things Done
• Assertiveness and Self Confidence	• Interpersonal Skills
• Attention Management	• Personal Productivity
• Emotional Intelligence	• Stress Management

Project Management	
• Coaching and Mentoring	• Proposal Writing
• Creative Problem Solving	• Time Management
• Employee Motivation	• Virtual Team Building & Management
• Project Management	

Courses Offered - Technical

MS Office	
• Access 2010	• OneNote 2010
• Excel 2010	• Outlook 2010
• Excel VBA	• PowerPoint 2010
• Project 2010	• Word 2010