

# **SAKSHI HARJAI PIPLANI**

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## **OBJECTIVE**

To put my best foot forward, further to enhancing my career and sincerely contributing towards the growth of the organization I work for.

**Currently working with FLT As a Training and Content Development Head**

## **PROFFESIONAL EXPERIENCE:**

### **WCH (Training Solutions) June 2008**

- Culture and Communication Trainer WCH (Training Solutions)
- Currently Working with Convergys as a Recruiter and New Hire Trainer

### **Convergys - July 2009**

#### **Voice and Accent Trainer (Free Lancing)**

#### **PROFILE**

- Knowledge about Customer Service Skills and Communication Skills.
- Trained on Voice based and Accent based knowledge as per process requirement.
- Skill Transfer - Class room training & on floor.
- Quality Audits and Feedback.
- Motivating the team members and implementing "Best Practices".
- Regular module review & feedback.
- Successful delivery of modules.
- Worked with recruitments (VAG) HR in the hiring process.
- With Basic educational qualifications and knowledge and fluency for the English Language.
- Diverse knowledge about Customer Services and Satisfaction.
- To train people on the Cultures of UK
- Worked in organization such as HCL, Wipro, Convergys.

## **HCL BPO Jan2009-June2009**

### **Voice and Accent Trainer**

#### **PROFILE**

- Communication Training (UK Process)
- Taking care of Skill Enhancement Training
- Skill Transfer - Class room training & on floor
- Soft Skills Training (communication skills)
- Identifying new ways of meeting deliverables
- Calibration with voice coaches to ensure that training & ops are heading towards a common goal
- Conducting Skips for trainers

## **WIPRO June 2008 - Dec2008**

### **Voice and Accent Trainer (Free Lancing)**

- With Basic educational qualifications and knowledge and fluency for the English Language
- Knowledge about Customer Service Skills and Communication Skills.
- Train them on Voice based and Accent based knowledge as per process requirement.
- Quality Audits and Feedback.
- Successful delivery of modules
- Monitoring calls to ensure high standards of quality
- Motivating the team members and implementing "Best Practices"
- Also involved in training, taking sessions on process and operational related issues
- To the new joiners.
- Regular module review & feedback
- Equipping to translate information and knowledge into practice with a
- Successful delivery of modules
- Work very closely with Operations & Quality to identify training needs.
- Scheduling training batches, after reviewing the number of calls projected in a given time span.

#### **MY SKILLS**

- Extremely good at training and handling batches and students
- Great command over the language English
- Quick learning ability
- Good Reflective Listener
- Positive in thinking and talking
- Presentation & training
- Team building

#### **MY LANGUAGES**

- English UK
- Hindi

#### **MY INTERESTS**

- Browsing on internet
- Reading

- Driving- long drives, outings, picnics, movies

## **MY QUALIFICATION**

<b>Examination</b>	<b>Institute</b>	<b>Board</b>	<b>Year of Passing</b>
MA(Hnrs.) English	School of Open Learning	Delhi University	2013
Senior Secondary	Holy Child Auxilium School (Delhi)	C.B.S.E	2007
Secondary	Holy Child Auxilium School (Delhi)	C.B.S.E	2005
T-3 Certification Facilitation and Training on Customer Service	WCH - We Create Head Starts - Wipro BPO Services - HCL -Convergys	NA	NA

## **PERSONAL PROFILE**

**Date of Birth** : 28 Jan

**Marital Status** : Married

**Date:**

**Place:**Gurgaon

**Sakshi Harjai Piplani**