



Maanu Bhandari

Behavioral & Soft-Skills Trainer

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Professional Snapshot

A passionate result oriented essential skills trainer with an experience of 8 years & with an international exposure into learning & development, determined to utilize his expertise in understanding and changing behaviors, to deliver training for business excellence in order to enhance quality and productivity within organizations.

His Training Methodology is primarily based on experiential learning Through role-plays, games & activities.

<https://www.youtube.com/watch?v=nehJiJCGtMk&feature=youtu.be>

Expertise

- Training Need Analysis
- Designing customized training content
- Facilitate soft skills, voice and accent training & behavioral training
- Train The Trainer (TTT)
- Coaching
- Crowd management

Industries

- Aviation
- Banking

- Consumer goods
- Educational
- Hospitality
- Information Technology
- Retail
- SME's & Corporate

Training Consultant

Hewlett-Packard

Essential Selling Skill

Trained sales & channel partners of HP printers

- Key focus: Taking ownership of the brand & being proactive in promoting it.
- Differentiating between selling & consolidation selling.

(May 2015-October 2015)

Business Consultant

Gems Skills

Location: Lagos, Nigeria

Client: United Bank for Africa (UBA)

- Project to increase customer satisfaction index & revenue across 100 UBA branches
- Trained staff at various levels – Branch managers, operations managers, front line staff, sales teams
- Areas of focus - Customer service, leadership, strategy, operations, sales planning, key account management, business etiquette, communication skills & competitive intelligence
- TNI at each branch location
- Coaching, mentoring and monitoring on customer service and sale
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Previous Experience

Training Consultant

HCL Technologies

Effective communication with off shore clients

- Trained software engineers team
- Areas of focus - Effective Communication Skills & Global English

Training Consultant

NIIT Technologies Pvt. Limited

Expose and adapt fresher's to corporate culture

Effective communication with offshore clients & preparation for relocation (US)

- Campus to Corporate Boot Camp for new hires
- Trained Mid-management staff on Global English & Culture Sensitization
- Coaching

Training Consultant**IBM**

Expose and adapt freshers to corporate culture

- Corporate Boot Camp for new hires
- Coaching

Training Consultant**Jet Airways**

Enhance customer service experience & corporate etiquette

- Trained senior & mid management staff
- Areas of focus: Customer service, corporate communications & public relations

Training Consultant**Xerox India Ltd.**

Create a cohesive culture among interdepartmental teams

- Trained staff all levels of management across departments
- Areas of focus: Team dynamics, problem solving & effective communication

Training Consultant**Nokia Siemens Network.**

Develop a strong leadership team to facilitate succession planning

- Trained senior managers
- Areas of focus: Effective managerial skills

Training Consultant**Crompton Greaves Ltd.**

Focus on customer retention and solutions through escalated customer service team

- Trained specialized escalated helpdesk
- Areas of focus: Escalated complaint handling, irate customers, assertive communication & problem-solving

Training Consultant**Wrangler**

Increase revenue and merchandising

- Trained front line sales teams
- Areas of focus: Launch new merchandise range, selling skills & up-sell/cross sell

Training Consultant**Cox & Kings**

Deliver best in class customer service in a stressful and competitive environment

- Trained staff at all levels
- Areas of focus: Customer service, complaint handling, stress management & personality development

Training Consultant**Sleepwell Mattresses**

Develop a strong leadership team to facilitate succession planning

- Trained operations department, senior accounts officers & senior supervisors
- Areas of focus: Business communication skills, effective presentation skills, positive attitude & team dynamics

Training Consultant**University of Petroleum Energy & Studies (UPES)**

Increase employability as per industry standards

- Played an instrumental role in student selection profiling
- Trained nearly 3000 students
- Areas of focus: Business communication, team dynamics, leadership, presentation skills, interview skills, etiquette & stress management

Other projects

- FDDI (Footwear Design & development Institute) - Grooming, Business Etiquette, Interview Skills & Group Discussions
- PCTI, SCOPE and K-Mindz - Soft Skills and Voice and Accent training
- Paras Buildtech India Pvt. Ltd. - Business Etiquette Essentials workshop
- KCNIT (Kali Charan Nigam Institute Of Technology) – Interview Skills
- NEC Technologies India Limited - Campus to Corporate
- Riya Travels & Tours Pvt. Ltd - Customer Relation Management & Effective Telephone Etiquette
- Geetanjali Institute of Technical Studies - Job Placement Workshop
- JTEKT Sona Automotive India Ltd. - Planning & Organizing
- United Aero Service - Telephone Etiquette
- Decent Air Transport - Customer Relation Management
- APIIT (Asia Pacific Institute of Information Technologies) - Job Workshop
- Abacus Distribution System India Pvt. Ltd - Interpersonal Skills.
- Pacific Travels - Telephone Etiquette, Customer Relation Management & Personal Grooming
- Cholamandalam team - Negotiation Skills, Grooming & Presentation skills.
- DRIT College (Doctor Radhakrishnan Institute of Technology) - Personality Development
- New Wave Training & corporate Solutions – Train The Trainer
- BBMIT College - Employability skills
- Lakshmi Engineering College - Employability skills
- SVS College - Employability skills for ISTEP (Intarvo school of technologies & educational programs, India)
- Delta Force Security Pvt. Ltd. - Personality Development & Soft Skills
- Rukmani Devi Institute - Presentation Skills, Personality Development and Communications Skills

Certifications

- Certified “Train the Trainer” from Abearix Technology for Soft skills and Voice and accent Training
- T3 in Adult Learning Principles & Instructional Design – Lead Training
- T3 in Advanced Presentations – Lead Trainings

- T3 in Phonetics, IPA & RP – Lead Trainings
- T3 in Functional English Language Skills - Lead Trainings
- Holistic Health & Wellness Life coach From Gold's Gym University California

Personal Details

Full Name: Maanu Bhandari

Father's Name: Ram Bhandari

Date of birth: 10th June 1970

Address: New Delhi, India