

VIKRAMJEET SHYAMAL

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SENIOR MANAGEMENT PROFESSIONAL As a Senior Management Trainer / Training Manager

Location Preference: Delhi & NCR

Seeking assignments as a Training & Development Manager / Trainer with an Organization of high repute, offering suitable growth & a versatile profile.

PROFILE SUMMARY

A competent HR professional with over 10 years of experience in:

Training & Development
Business Operations

Talent-Pool Development
General Administration

Training Content Development
Training Evaluation

- PG Diploma in Training & Development (From I.S.T.D) & Post Graduate in Business Management with over 10 years of work-experience at Tata Power , New Delhi.

Superbly capable of working towards:

Training & Development,

Training Content Development,

Talent Pool Development,

Team Management,

Training Evaluation,

Translation & Transcription.

- Esteemed Member of Indian Society for Training & Development, New Delhi.
- An analytical and result-oriented professional with substantial experience as a Trainer & Program Manager in the Training & Development Centre of Tata Power, New Delhi.
- Superb Research Orientation with ability to produce excellent results in the form of Research Papers, Quotations, Case Studies etc.
- Excellent command over spoken & written English & vital Managerial Topics like Self-Motivation etc.
- Approx. One year experience as an Honorary Faculty delivering lectures in an informal capacity during pursuing of PGDBM Course.
- Hands-on experience in formulation of content for training programmes, which involves thorough understanding of the focus of the programme, research & development of training content and designing interactive modules
- Capable of delivering end-to-end, highly effective Soft-skills Training like Leadership, Motivation etc.
- Published multiple write-ups on a variety of Managerial / General Topics on the Tata World Social Media.
- Conversant with Advanced HR practices like Training & Development, Competency Mapping, Performance Management, etc.
- Experience in managing Modern HR systems with deftness in maintaining harmonious relations.
- A keen communicator with the ability to relate to people across all hierarchical levels in the organisation

CORE COMPETENCIES

- Interfacing with Management and Heads of Department for implementing HR policies & procedures in line with core organisational objectives
- **Conceptualizing, designing Training & Development initiatives for improved productivity, building capability and quality enhancement**
- **Identifying training needs across levels through Mapping of Skills required for particular positions and analysis of the existing level of competencies**
- Supervising a team and ensuring timely execution of Admin. processes
- Leading, training & monitoring team members to ensure efficiency in admin. operations and achievement of individual and group targets

ORGANISATIONAL EXPERIENCE

August 2006 – till date: Tata Power Delhi Distribution Ltd, New Delhi.

Key Result Areas:

- Functioning as a Trainer & Program Manager in the Training & Development Centre of Tata Power, New Delhi.
- Co-ordinating with the concerned officials for planning budgets and developing reports
- Supervising the entire gamut of tasks involved in district consumer care centre and direct consumer-dealing
- Cementing cordial relations with customers to sustain the profitability of the business
- Undertaking efforts to maximize customer satisfaction level by on-time delivery, prompt resolution of customer complaints and provision of efficient services

Highlights & Key Achievement Areas:

- **Effectively imparted training to over 400-500 professionals with varied experience at different working- levels at Tata Power, New Delhi.**
- Conducted Sixteen rounds of 'Specialized Soft-Skills Training for Operations Team-Members' in 2014 at Tata Power, New Delhi.
- **Received 'Excellence Certificates' for delivering training excellence as a Faculty / Trainer at Tata Power, New Delhi.**
- Developed/led training sessions to meet trainee needs across hierarchical levels.
- Developed Certificate on Tata Studies (CTS) program particularly beneficial for Trainees at Tata Power, New Delhi
- Incorporated PPTs & video-recording to promote learning across the curriculum.
- Received Long Serving Award at Tata Power, New Delhi in 2011.

ACADEMIC PROJECTS

- PGDBM Final Project on 'Influence of Trade Union, Labour Laws and Strikes on the Indian Economy'
- Marketing Research Project on 'Public Orientation towards Property Dealers'.
- Rural Marketing Project on 'Lifestyle of Rural-shopkeepers in Villages of Greater Noida'
- Training & Development Project on 'Implementation of HRD Practices at HR Department of HCL'

WORKSHOPS ATTENDED

- Certificate from Global Academy for attending one-day workshop on 'Customer First'
- Attended 'Building Blocks to Innovation' as a one-day Training Program on Innovative Thinking.
- Attended 'Excellence for Millennial Workforce' workshop at Tata Power, New Delhi.
- Underwent 'Distribution Reforms & Up-gradation Management' Training Program at Tata Power, New Delhi.
- Underwent 'Systematic & Holistic Improvement in Efficiency' Training at Tata Power, New Delhi.

IT SKILLS

MS Office (Word, Excel & PowerPoint & MS-Outlook)

EDUCATION

2016: Pursuing MBA—HR from Sikkim Manipal University, India.

2011: Post Graduate Diploma in Training & Development from ISTD, New Delhi with 1st Division

2006: Post Graduate Diploma in Business Management - Marketing from IIMT, Greater Noida with 1st Division

2003: B.A. - Pol. Sc. (H) from St. Xavier's College, Ranchi, Ranchi University

EXTRA-CURRICULAR ENGAGEMENTS

- Bagged the Excellence Award in Mock Parliament at IIMT, Greater Noida
- Received the Excellence Certificate in Essay Competition organized by 'Pratiyogita Darpan'.
- Received 'Participation Certificate' in the Essay Competition organized by IIMT, Jaipur.
- Proactively participated in various seminars & debates in college
- Won the Participation Award in 'Nukkad Natak' from Tata Power, New Delhi.

PERSONAL DETAILS

Languages Known: English & Hindi
Address: New Delhi.