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Profile Summary

With over 14 years of successful experience in sales, service and training in corporate, my strengths lie in passion for continuous learning as well as imparting the same to develop and groom people. My passion is to Train, Counsel and Coach People. My unique style is to conduct the program in a non-conventional way, making it a different and joyful experience for the participants. I believe in using experiences and real life examples along with a highly interactive session with presentation. I like to be with people and deal with people, and I lay great importance on motivating people to use their full potential.

Previously worked in the Banking Industry (Abu Dhabi Commercial Bank) as a Quality Officer in Dubai. Worked in multicultural environment and nationalities where I have learned the power of effective communication, teamwork and customer service and business etiquette.

Career Progression & Accomplishments:

- KAIZER Certified
- Ability to map the client's needs for skills and ensure that designed curriculum is delivered.
- Have the ability to articulate, comprehend and listen.
- Excellent interpersonal skills and presentation skills.
- An enthusiastic and logical approach to Training.
- Sincere and committed to professionalism.
- Excellent Communication and Delivery Skills.
- Enjoy meeting and talking to people.
- Ability to deal with people at all levels.

Work experience (2004-2020)

Work Experience

Name of the Company:

Burgeon Skills

Period of Employment:

From April 2019 – till date

Designation:

Free Lance Trainer

Job Profile:

- Deliver Accent and Communication Training for Business English, Voice and Accent Neutralization, Customer Care workshops.
- HDFC Mutual Funds Sales and Customer Care Trainings.

UAE Experience

Name of the Company: Abu Dhabi Commercial Bank (Dubai)
Period of Employment: From March 2015 – June 2018
Designation: Quality Officer- Cross Sell Acquisition and Telesales

Job Profile:

- Handling Customer Complaints, Performing Call Evaluation Handling Call closure activity and Customer Point Verification. Preparing Daily MIS report and Monitoring daily call evaluation targets. Also conducting monthly training for teams on products and processes.
- Mentored many team members, conducted induction programs and successfully executed team events.
- Mentored the new joiners, giving effective feedback & leading team.

Name of the Company: Quintessential Solutions (Mumbai)
Period of Employment: From Dec 2008 – August 2014
Designation: Free Lance Trainer

Job Profile:

Deliver Accent and Communication Training for Business English, Voice and Accent Neutralization, Customer Care workshops, Sales and Collection Process workshops.
Customized Training done as per the Clients requirements. Also making presentations for the Clients as per their requirements.

Name of the Company: **K10 Technologies (Mumbai)**
Period of Employment: From Aug 2005 – September 2007
Designation: Trainer

Job Profile:

Deliver **Accent and Communication Training** for Business English, Voice and Accent Neutralization, Customer Care workshops, Sales and Collection Process workshops.

Bridge training: This training involves a great deal of grammar and Accent Neutralization, for K10 Clients like Wipro Spectra mind, Convergys, IBM, ICICI

Corporate training on Train The Trainer, Presentation Skills and Body Language.
Soft Skills training on Personality Development, Time Management, Team Work, Business Etiquettes and others.

Name of the Company: **Sitel India Ltd (Mumbai)**
Period of Employment: From Feb 2004 – May 2005
Designation: Customer Support Professional

Organizational Achievements

Have been awarded the '**Extra Miller Award**' certificate for being the best technician for Dell Process for the month of September.

Job Profile

Worked as **Customer Service Professional** for 6 months in the process **DELL Warranty** where in we used to provide Software Support to Dell Customers in US.

Basic Software Usage support queue for Dell customers (PCs and laptops), handing technical queries for the following products

- Microsoft Products: Office (XP, 2003 Pro, Basic), Works Suite 2003, Outlook/OE
- Operating Systems: Windows XP.
- Also other application software and AOL, EarthLink, MSN, Music match, Sonic, Anti spy ware/ ad-aware software,
- Anti Virus Software: MacAfee, Norton. (Un-installation and installation)
- Internet connectivity: Dialup, LAN, Broadband

Qualification and Interests:

- ☐ Arts graduate (English Literature and political science) from A.V. College Mumbai University, 1999.
- ☐ German Speaking Course from Max Muller, Churchgate
- ☐ **Interests:** Reading books, listening to music.

Personal Details:

- Date of Birth : 24/11/1977
- Residential Address : 2415, Al Reef 1,
Al Nahda, Sharjah
- Passport No : U6077418
- Passport Expiry : 30/07/2030
- Visa Expiry : 22/07/2021
- Marital Status : Married

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge.

Navneet Rojin