

Anish Balu Cheerathodi

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Near 16 13 St, Al Karama - Sheikh Hamdan Colony

Dubai, United Arab Emirates



Summary

High-energy, friendly Corporate Trainer bringing more than 4 years of experience and solid history of achievement in teaching, motivating and coaching employees to make lasting, positive impact on business Operations.

Skills

- Training Delivery
 - Training Design
 - Technology Skills
 - Ability to handle group dynamics
 - Organizational skills
 - Performance Monitoring and Evaluation
 - Customer service and time management
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Experience

Learning and Development Trainer

Alight Solutions

01/2020 - 01/2022

- Monitored employee progress, offering feedback to management on additional training requirements.
- Evaluated training impact through surveys and performance assessments.
- Analyzed training needs to determine learning styles and skills shortages.
- Conducted comprehensive onboarding to support staff retention.
- Delivered instruction across various topics, integrating audio-visual presentations and training materials.
- Evaluated client processes, employee performance and training progress to determine additional training needs.
- Supported & tracked training activities, related processes, and tools such as eLearning & Learning Management System, etc.

Deployment Executive (Product Trainer)

BetterPlace Safety Solutions

05/2019 - 12/2019

- Good Understanding and working knowledge of attendance products.
- Responsible for software installations, implementations & Configurations for clients.
- Trained and walked clients through the software applications.
- Managed client Escalations.

Retail Trainer

Quess Corp Limited

04/2018 - 05/2019

- Facilitated sales and service courses.
- Facilitated soft skills classes and workshops.
- Conducted post-training follow-up assessment to evaluate efficacy of training and modify as needed.
- Hosted webinars with dynamic presentation style.
- Trained retail staff about products and customer service best practices.

Sales Officer

ICICI Bank

09/2017–03/2018

- Acquired saving & current accounts for Resident / Non-resident Indians.
 - Sourced Fixed Deposits (FDs) for the existing as well as the new customers.
 - Acquired more customers by doing cold calls, meeting walk-ins, associates, referrals from other customers, through emails, direct mails, ATMs etc.
 - Strictly adhered & maintained KYC norms compliance.
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Education

MBA (Human Resources & Marketing)

University of Calicut

08/2017

Graduated with - 56%

BBA (Computer Application)

Bharathiar University

08/2015

Graduated with - 65%

Languages

- English
 - Hindi
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Certifications

- Train the Virtual Trainer Certificate
 - Learning and Development Tools and Methods Certificate
 - Instructional Design for classroom Training Certificate
 - Salesforce Administrator Certificate
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Awards

- Received Power Award towards Client Satisfaction. Received
 - Hero Award for "One Team" supporting activities.
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Declaration

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars

Place: United Arab Emirates, Dubai

Signature: Anish Balu C