

SUBARNA KUMAR DAW



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Soft Skills, Sales, Business Development & Process Product Trainer

CAREER ABRIDGEMENT

- **With over 22 years** of experience in International **BPO, Hospitality, Corporate, Skill Development and Education** industry – possess strong communication and interpersonal skill; a dynamic go getter & quick learner with ability to work under pressure and meet deadlines.
- Adept people management, maintaining healthy employee relations; handling employee grievances thus creating an amicable & transparent environment.
- Demonstrated a consistently upbeat & enthusiastic attitude; possess sound cross cultural thus sustaining a positive work environment & fostering team performance.

AREAS OF EXPERTISE

- | | | |
|--------------------------|--------------------------------------|--------------------------|
| ✓ Training & Development | ✓ Organizational Development | ✓ Interviewing & Hiring |
| ✓ Third party marketing | ✓ General Administration | ✓ Departmental Budgeting |
| ✓ Content Writing | ✓ Quality, Content and Process Audit | ✓ Office Management |
| ✓ Placement | | ✓ Process Training |

ORGANIZATIONAL SCAN

06th Jun'22 – Onwards: Tablt Pharmacy – Trainer – Business Development

Key Deliverables:

Training aspiring individuals on management and soft skills to convert them into well-groomed corporate team members and provide staffing solutions for corporate on the following:

- | | |
|---|---|
| ✓ Career Development Program | ✓ Training of New Hires |
| ✓ Communication Skills Improvement | ✓ Habit Management - Hygiene & Grooming |
| ✓ CRM Training | ✓ Call Audit |
| ✓ Goal Setting | ✓ Managerial Ability |
| ✓ Quality, Content and Process Audit | |
| ✓ Administration | ✓ Content Writing |
| ✓ Sales & Business Development Training | ✓ Process Training |

29th Jan'22 – 05-Jun'22: Independent Consultant Trainer – Soft Skills, Sales, Process (TTT Certified)

Key Deliverables:

Training aspiring individuals on management and soft skills to convert them into well-groomed corporate team members and provide staffing solutions for corporate on the following:

- | | |
|-------------------------------------|---|
| ✓ Career Development Program | ✓ Group Discussion Technique |
| ✓ Communication Skills Improvement | ✓ Habit Management - Hygiene & Grooming |
| ✓ Employability Development Program | ✓ Personal Interview Skills (Behavioural) |

- ✓ Goal Setting
- ✓ Administration

- ✓ Managerial Ability
- ✓ Verbal Reasoning
- ✓ Content Writing
- ✓ Process Training

10th May'21 – 28th Jan'22: GITAM University, Bengaluru Campus – Soft Skills and Verbal Trainer

Key Deliverables:

Training aspiring individuals on management and soft skills to convert them into well-groomed corporate team members and provide staffing solutions for corporate on the following:

- | | |
|--------------------------------------|---|
| ✓ Career Development Program | ✓ Group Discussion Technique |
| ✓ Communication Skills Improvement | ✓ Habit Management - Hygiene & Grooming |
| ✓ Employability Development Program | ✓ Personal Interview Skills (Behavioural) |
| ✓ Goal Setting | ✓ Managerial Ability |
| ✓ Quality, Content and Process Audit | ✓ Verbal Reasoning |
| ✓ Administration | ✓ Content Writing |
| | ✓ Process Training |

1st Apr'20 – 9th May'21: Independent Consultant Trainer – Soft Skills, Sales, Process (TTT Certified)

Key Deliverables:

Training aspiring individuals on management and soft skills to convert them into well-groomed corporate team members and provide staffing solutions for corporate on the following:

- | | |
|-------------------------------------|---|
| ✓ Career Development Program | ✓ Group Discussion Technique |
| ✓ Communication Skills Improvement | ✓ Habit Management - Hygiene & Grooming |
| ✓ Employability Development Program | ✓ Personal Interview Skills (Behavioural) |
| ✓ Goal Setting | ✓ Managerial Ability |
| ✓ Administration | ✓ Verbal Reasoning |
| | ✓ Content Writing |
| | ✓ Process Training |

30th Nov'15 – 31st Mar'20: Strategic Learning Solutions (www.sls-india.com) – Soft Skill, Sales & Process Trainer and Centre Head

Key Deliverables:

Working with Client, **Tata STRIVE** in setting office in Kolkata, in collaboration with Ramakrishna Mission, Govt. of India and Govt. of West Bengal as a part of NSDC project. Training aspiring individuals on management and soft skills and communication to convert them into well-groomed corporate team members and provide staffing solutions for corporate. Also Centre in charge of Kolkata Operations. Below are the Key Areas of Work.

- | | |
|-------------------------------------|---|
| ✓ Career Development Program | ✓ Group Discussion Technique |
| ✓ Communication Skills Improvement | ✓ Habit Management - Hygiene & Grooming |
| ✓ Employability Development Program | ✓ Personal Interview Skills (Behavioural) |
| ✓ Goal Setting | ✓ Verbal Reasoning |
| ✓ Office Management | ✓ Quality Audit and Feedback |
| ✓ Mobilization of Learners | ✓ Placement Assistance of Learners |
| ✓ Preparing Reports | |
| ✓ Managerial Ability | |
| ✓ Process Training | English Communication |

Notable Attainments:

- Successfully completed Tata Strive, **Train the Trainer** Programme in Mumbai and awarded **Certificate**.

Dec'14 – Nov'15: Independent Consultant Soft Skills, Sales & Process Trainer**Key Deliverables:**

Training aspiring individuals on management and soft skills to convert them into well-groomed corporate team members and provide staffing solutions for corporate on the following:

- | | |
|-------------------------------------|---|
| ✓ Career Development Program | ✓ Group Discussion Technique |
| ✓ Communication Skills Improvement | ✓ Habit Management - Hygiene & Grooming |
| ✓ Employability Development Program | ✓ Personal Interview Skills (Behavioural) |
| ✓ Goal Setting | |
| ✓ Process Training | ✓ Verbal Reasoning |

11th May'09 – 19th Nov'14: Zinfi Software Systems, Kolkata as Business Development Executive**Key Deliverables:**

- Multi touch approach to the customers on behalf of the client using customized CRM
- **Interviewing Candidates & Training and development of New Joiners**

Apr'08 – Apr'09: IBM Daksh, Kolkata as Voice Technical Process in BELL TV (DTH)**Key Deliverables:**

- Voice Technical process for Bell Canada – Satellite TV (CANADA)
- Resolution for Satellite TV over the phone (Inbound)

Notable Attainments:

- Successfully completed **BELL Express Vu Training** in IBM Daksh

Jul'06 – Apr'08: Wipro BPO, Kolkata as Senior Associate in HP Laptop & Desktop Voice Process**Key Deliverables:**

- Voice technical process for HP Laptop Inbound Technical Queries (USA)
- Technical resolution over phone

Notable Attainments:

- Awarded for **Superb Customer Satisfaction Score** in June 2007 by HP

Jul'05 – Jun'06: The Royal Plaza (Sarovar Group Hotel), Gangtok as Assistant Housekeeper (HOD)**Key Deliverables:**

- Budgeting for the housekeeping department
- Staff hiring, behavioural & operational **training**

May'03 – Jun'05: Hotel Hindustan International, Kolkata as Senior Executive**Key Deliverables:**

- Desk Control & Key Control
- Floor & Public Area Supervision

Jul'01 – Mar'03: Taj Bengal (Taj Group Hotel), Kolkata as Supervisor

Key Deliverables:

- Desk Control & Key Control
- Floor & Public Area Supervision

ACADEMIA

- ✓ **Diploma in Hotel Management, Catering Technology and Applied Nutrition (DHMCTAN)**, in 2001, from NSHM Academy, Durgapur, West Bengal, approved by All India Council of Technical Education, (AICTE) Delhi.
- ✓ **I.S.C.** in 1998 from St. Joseph's College (Kolkata)
- ✓ **I.C.S.C.** in 1996 from St. Joseph's College (Kolkata)

PERSONAL DOSSIER

- ❖ Date of Birth : 17th March 1979
- ❖ Address : 52-G-1, Shashi Bhushan Neogi Garden Lane, P.O. – Baranagar, Kolkata – 700 036
- ❖ Father's Name : Mr. Arup Daw
- ❖ Language : Native Bengali speaker, first-rate speaker of English and Hindi.
- ❖ Interests include : Numismatics – to collect & preserve of national & international coins
Travelling – to explore uncommon tourist destination

Current CTC is INR 670000/-