

Akanksha Pokhariyal Banerji

Gurgaon, India 122011
akanksha.34k@gmail.com
+91 9119291970
WWW: www.linkedin.com/in/
/akankshapokhariyal

I am a Communication Specialist with 4+ years of experience in language training and skill development. I design engaging programs to improve communication and leadership skills for people from all backgrounds.

Skills

- Workshop Facilitation
- Interpersonal Communication
- Organizational Communication
- Learning and Development (L&D)
- Professional Development
- Curriculum Design and Implementation

Area Of Expertise

- Curriculum Design and Implementation
- Performance Assessment and Feedback
- Leveraging Technology in Training

Work History

● Product Specialist and Master Trainer

WORDS WORTH ENGLISH LANGUAGE SYSTEMS, Jaipur, India | June 2022 - November 2024

- Created the Train the Trainers (TTT) model for **RKCL, DoE Delhi**, and **DSEU Delhi** to standardize training.
- Trained teachers across India, including at top institutions like **Sainik School Ghorakhal & Chittorgarh**, **MSME Bhiwani**, **NIIT Neemrana** and **GD Goenka School Noida**.
- Ran interactive training sessions, giving personalized support to meet different learning needs.
- Created a **YouTube series for RKCL**, sponsored by the **Women and Child Development, Government of Rajasthan**.

● Customer Retention Manager

SADAA SUSTAINABLE DESIGNS & TECHNOLOGIES PVT LTD, Jaipur, India | January 2021 - September 2021

- Resolved complex issues for key clients, improving satisfaction and reducing churn from **40% to 15%**.
- Provided customised recommendations to long-term customers, boosting brand visibility and engagement.
- Streamlined customer support and returns processes, enhancing efficiency and the overall experience.

● Assistant Professor

ARYA COLLEGE OF ENGINEERING AND IT, Jaipur, India | December 2018 - September 2019

- Delivered lectures and interactive lab sessions on communication skills, enhancing students' verbal and written abilities.
- Designed teaching materials and projects, creating an engaging and cohesive curriculum.

Education

● Diploma in Kathak dance

Rajasthan Sangeet Sansthan, Jaipur, India May 2022

● Master of Arts in English Literature

University of Rajasthan, Jaipur, India, India June 2018

● Bachelor of Science in Chemistry, Botany And Zoology

IIS (Deemed To Be University), Jaipur, India, India June 2016