

# MANJUSHA JAGGI

CAREER & PERFORMANCE COACH (L&D)



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## Summary

Seasoned Learning / Training & Development professional Career & Behavioural Coach with 11+ years of experience skilled at creating, implementing & measuring effective training programs for a diverse range of participants.

## Expertise

- Behavioural Training
- Soft Skills Training
- Manager/ Leadership Development
- TNA
- Training Module Creation
- 1:1 Coaching
- Training Effectiveness (Kirk Patrick Model)
- Training process implementation (ADDIE Model)
- Organisational Development
- Performance & Career Transition

## Experience



**INSAID**, Gurgaon, September 2021 - Present  
*Coach - Career Services*

- Successfully created & delivered over 20 effective **Soft Skills** and **Behavioural** Training programs.
- **Trained** and **mentored** over 200 personnel, enabling them to fulfill various roles.
- Conducted **TNA** using both **structured** and **informal** methods.
- Monitored **employee performance** and **training effectiveness**.
- Acclimate new hires into the business and conduct **orientation sessions**.
- Assisted 10000+ clients in **self-gap analysis** & advised the roadmap ahead.
- Successfully devised **individualized counseling approaches** based on socioeconomic status and cultural background
- Devised effective **learning programs** for all levels of employees.
- **Competency Mapping** of both internal and external stakeholders



**Inlingua International School of Languages**, May 2011 - August - 2021  
*Senior Language Instructor - Training & Development*

- Coached Trainers for timely completion of programs & measuring **training effectiveness**.
- Conducted periodical **TTTs** for junior trainers.
- Delivered more than 20000+ hours of offline and virtual Communication and **Soft Skills** training.
- Modified / Created training content to improve effectiveness.
- Conducted **Corporate Training** programs for clients like GD Goenka and NWWA.



**PNB Metlife India**, Gurgaon, September 2010- April - 2011  
*Assistant Sales Manager*

- Worked with 50+ Corporate and Retail customersto understand needs and provide excellent service.
- Used critical thinking to break down problems, evaluate solutions and make decisions and made sales worth 2 lakhs+.
- Generated 20+ referrals with coaching a team of 10 advisors.



KPMG, Gurgaon, May 2009- August 2010

Compliance Social Reviewer- CSR

- Shadowed 20 senior team members to learn all related jobs.
- Completed 30 documentation and reports for business records.
- Decreased product defects% by implementing quality assurance guidelines as per the Companies Act.

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## Projects & Achievements

- Certified in Level 5 Hypnotherapy from **California Hypnosis Institute**.
- Appreciated for facilitating **environment, health, and safety reviews** (EHS audits) under the apparel industry - covered 100 factories in the NCR region Prepared & executed Training Modules across.
- Facilitated **IELTS** Academic & General Examination Training Batches, participated in Contributed for Compliance Review/Auditing (social & financial) for retail brands like Zara Performed research in Fraud & Investigation at **Ernst and Young India**.
- Volunteered for **Satyagraha Conference** (centenary of Hind Swaraj) organized at JNU Successfully addressed **customers' queries**, and shared required information Delivered **presentations** for more than 500 clients.

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## Education

2009

University Name

Masters : Sociology

Jawaharlal Nehru University

2006

University Name

Bachelor of Commerce

Sri Venkateshwara College (Delhi University)

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## Languages

English

Hindi