

## CONTACT ME AT

✉ Jaiprakash7jp@gmail.com

☎ +91-9916727997

in [linkedin.com/in/j-prakash-32022a119](https://www.linkedin.com/in/j-prakash-32022a119)

📍 Bangalore | INDIA

## CORE COMPETENCY

### • Technical Expertise in Voice & Accent:

Strong command over phonetics, intonation, stress patterns, and syllable structure.

Ability to teach neutral accent and reduce MTI (Mother Tongue Influence).

Knowledge of IPA (International Phonetic Alphabet) to explain pronunciation scientifically and expertise in voice modulation, clarity, and articulation.

### • Cultural & Linguistic Awareness:

Understanding regional Indian accents (Hindi, Tamil, Telugu, Kannada, Bengali, etc.) and common influence on English.

Awareness of global accents (American and British) and how to coach for clarity in international settings.

Training learners on cross-cultural communication etiquette along with accent.

## SOFT SKILLS

Time Management

Decision Making

Effective Communication

Critical Thinking

Team Leadership and Management

Interpersonal Communication Skills

# JAYA PRAKASH B S

Experienced and results-driven Voice and Accent Trainer with over 5 years of expertise in enhancing communication effectiveness through accent neutralization, phonetics training, and speech clarity coaching. Proven ability to design and deliver customized training modules for diverse audiences, including customer service professionals. Adept at assessing speech patterns, identifying areas for improvement, and providing targeted coaching to reduce Mother Tongue Influence (MTI). Passionate about empowering individuals to communicate with clarity, confidence, and professionalism across global contexts.

## WORK EXPERIENCE

### Alorica, Bangalore

#### Voice and Accent Trainer

Apr'24 – May'25

#### Key Responsibilities:

- Served as a voice-over coach, helping others develop and refine their voice-acting skills.
- Designed, developed, and updated training materials focused on pronunciation, phonetics, intonation, stress patterns, and speech clarity.
- Assessed trainees through pre- and post-training evaluations to monitor progress.
- Managed classroom sessions for new hires during process training to enhance language and soft skills, with continuous support.
- Identified language barriers and provide customized coaching to overcome MTI (Mother Tongue Influence).
- Provided regular feedback and conduct one-on-one coaching as needed.
- Coordinated with operations and HR to align training goals with business requirements.
- Maintained training reports, attendance, and performance records.
- Updated with the latest training methodologies and voice coaching techniques.
- Trained and prepared 25 batches of newly hired applicants (about 700 people) for live interactions with the customers of Amazon, DoorDash, and Credit One Bank.

### Concentrix (Convergys India Services Private Limited)

#### Communication Trainer

Feb'21 – Mar'24

#### Key Responsibilities:

- Managed all employee coaching, training and performance improvement actions.
- Assessed skill gaps for employees and developed training course to meet the identified needs.
- Monitored calls, chats and emails of various teams, provided feedback, and coached engineers.
- Conducted Training Needs Analysis on the basis of call monitoring data and customer's surveys to improve the customer service in terms of language and soft skills.
- Worked with the recruitment team for voice and personality assessment of interview candidates to identify the high-quality performers.
- Developed and implemented procedures and process improvement initiatives to improve retention rates and increase customer satisfaction.
- Created and maintained effective collaborative relationships with internal stakeholders to ensure the successful delivery of training programs.
- Prepared reports and presentations to communicate training results and progress.
- Managed and mentored approximately 450 support engineers.

## EDUCATION

- **Master of Business Administration (Human Resource & Marketing)**  
*PESIT - BSC, 2016*
- **Bachelor of Education**  
Mother Teresa College of Education, 2021
- **Bachelor of Science (Physics, Mathematics & Electronics)**  
*St. Joseph's College of Arts and Science, 2014*

## CERTIFICATIONS

- **CELTA, University of Cambridge – British Council**

## ACHIEVEMENTS

- **Awarded with the best Communication Trainer twice in 2023.**
- **Rewarded for the best performance for two consecutive quarters in 2022.**
- **Promoted to Communication Trainer in 2022.**
- **Recognized as the best teacher of the year by the Department of English in 2018.**
- **Promoted from junior English teacher to senior in 2017**

## Narayana Group of Institutions

**HOD – Dept of English**

**May'17 – Nov'19**

### Key Responsibilities:

- Organized and delivered classroom lessons to students
- Evaluated the students' classwork and homework
- Prepared classroom and coursework materials, homework assignments and handouts
- Recorded student attendance records and grades
- Classroom management
- Developed English lesson plans

## Vemanna English Training Academy

**Soft skills Trainer**

**Dec'16 – May'17**

### Key Responsibilities:

- Modelled and gave clear instruction and checked for understanding.
- Challenged trainees through tasks that called for higher order thinking.
- Encouraged participation by giving prompts and direction.
- Taught good work ethic, problem solving, time management, communication skills, and teamwork.
- Formulated learning and development strategies and roadmap
- Facilitated both individual and group sessions to enhance interpersonal effectiveness.
- Provide one-on-one coaching for employees needing personalized support.
- Encourage active participation and create a safe, engaging learning environment.