

**PRIYANKA SONI**

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**CAREER OBJECTIVES:**

Seeking a position to utilize my skills and abilities in the field of **Training** that offers professional growth while being resourceful, innovative, and flexible.

**PROFESSIONAL SKILLS:**

**1. Training Program Development & Delivery:**

- Design, develop, and implement training programs for associates/TLs/Managers.
- Develop onboarding programs for new employees, ensuring they are equipped with essential knowledge about policies, procedures, and service standards.
- Coordinate and facilitate continuing education for associates, focusing on both mandatory and optional product and IRDA training.
- Evaluate learning needs through surveys, feedback, and performance assessments to identify training gaps.

**2. Soft Skills Training:**

- Develop training for both managerial and associate roles to enhance both sales skills and soft skills like communication, leadership, and teamwork.
- Provide training in objection handling, customer service protocols, and best practices.
- Organize workshops, seminars, and online learning modules for ongoing professional development

**3. Performance Management & Evaluation:**

- Conduct training assessments to determine the effectiveness of training programs, gathering feedback from participants and managers.
- Maintain records of training attendance, completion, and performance evaluations.
- Identify individual and group performance issues and recommend solutions for development.

**4. Collaboration with Leadership:**

- Work closely with department heads, managers, and leadership teams to ensure training programs align with the clients strategic goals and address any department-specific needs.
- Provide training to managers on leadership development, employee engagement, and team dynamics

**5. Innovation & Best Practices:**

- Stay informed on banking & insurance industry trends, new technologies, and learning methodologies to implement cutting-edge training strategies.
- Foster a culture of continuous learning and improvement within the existing staff.
- Promote the use of technology, including learning management systems (LMS), e-learning platforms, and virtual classrooms, to enhance training delivery.

**6. Staff Development & Mentorship:**

- Provide coaching and mentorship to employees, offering guidance on career development and growth opportunities.
- Assist with succession planning by identifying high-potential staff and designing leadership development programs.

**WORK EXPERIENCE:**

<b>Sr. Trainer Policy Bazaar (12/2024- 2/2025)</b>
To manage training & development objective of the Corporate Sales for entire PB Fintech
To plan training calendar and ensure training coverage as per planned calendar & training needs & agreed flavour of the month.
To ensure that right selling behaviour, sales ethics and right sales practices are embedded through the training imparted in line with company standards and regulations.
To closely work with the sales team of both Employee Benefits & Non-Employee Benefits to formulate training strategy as per need.
To ensure delivery of skill, behavioural & sales oriented training.
To manage training & development objective of the allotted PARTNER branches/cluster.
To give 90% throughput and conduct audits & share feedback.

<b>Genpact India Pvt. Ltd., Gurugram, Assistant Manager- Trainer (02/2007-6/2019)</b>	
Conducted <b>product and process training</b> for associates.	
Developed <b>training manuals, SOPs, and e-learning modules</b> to support knowledge retention.	
Build good relationships interact informally with PARTNERS to ensure smooth flow of business training.	
<b>Provide operational support</b>	
Act as a Single Point of Contact for all training related issues and doing <b>audits/ QC – quality checks</b> .	
<b>Analytics/ Comparisons/MIS Reporting</b>	
Ability to analyze competition products and provide compelling reasons basis these analysis on advantages strengths of PB products vis- -vis market	
Design and circulate training related MIS/ Training Calendar/ Training Coverage etc. to various stakeholder as required	

**TECHNICAL SKILLS:**

- CRM Software
- Good Knowledge of LMS Learning Software

**ACADEMIC RECORDS:**

<b>DIPLOMA</b>	<b>PGDM- HR, NMIMS University, Mumbai (Jan'20-Jan'22)</b>
	Diploma in Human resources and subjects related to Research methodology, Business ethics and Strategic HRM are major part of the curriculum.
<b>III</b>	Licentiate and Associate in Life Insurance from Insurance Institute of India (III)
<b>BACHELORS</b>	2003-2006 Bachelor's in Insurance & Risk Mgmt., Rai University, affiliated with IASE University, Rajasthan.
<b>12TH</b>	2002 St. Francis De Sales School, Delhi
	English, Business Studies, Economics were the subjects that made the part the academic curriculum

**LANGUAGES KNOWN, INTEREST AND ACHIEVEMENTS:**

<b>LANGUAGES</b>	English, Hindi
<b>INTEREST</b>	Art & Music, Cooking

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