

## Trainer's Profile

<b>Personal Details</b>	<p><b>Name:-</b> Mrs. Mrunal Patel  <b>Res. Address:-</b> 12, Madhavbag Society, Shivtirthnagar, Paud Road, Kothrud, Pune-411038  <b>Date of Birth:-</b> 12 March 1968  <b>Marital status:-</b> Married  <b>Contact No:-</b> 9371207658/9850584039  <b>Educational qualification:-</b> B.com. LLM.  <b>Email ID:-</b> <a href="mailto:mrunalpatel5@gmail.com">mrunalpatel5@gmail.com</a></p>
<b>About Me</b>	<p>I am free lance trainer and Consultant for Legal, Soft Skill and banking.</p> <p>I have varied experience throughout my career. And that helped me to become a good trainer. My total experience as a trainer is of 10+ years. Training gives me maximum job satisfaction and so now it becomes my passion.</p> <p>I also work as consultant. My consultancy includes coordination, trainer engagement management, Business consultancy and legal matters.</p> <p>I am external adviser for various companies on their ICC committee.</p> <p>I am director of one reputed patasanstha. I am also associated with NGO for social work.</p>
<b>Certification</b>	<p>MEPSC under NSDC certification (Skill India)</p> <p>MSME certification for cyber crime is under procedure</p>
<b>Associated with</b>	<ul style="list-style-type: none"> <li>• Animus Financials Pvt. Ltd</li> <li>• Chhaya strategic advisor</li> <li>• Score Trainings</li> <li>• Paryay (NGO)</li> <li>• Arogya Bharati (NGO)</li> <li>• ISYX Technologies (As an external adviser member on IC)</li> <li>• Qualys Security TechServices Pvt. Ltd.(As an external adviser member of IC)</li> <li>• Shrayu Mahila Patasanstha (Director)</li> <li>• Trekone Academy</li> <li>• Crest Springer Nature Technology and Publishing Solutions (External Adviser member of IC)</li> <li>• iTeach (NGO) (As an External Adviser member of IC)</li> </ul>
<b>Career Summery</b>	<ul style="list-style-type: none"> <li>• June 2011 till date I am working as free lance trainer and consultant</li> <li>• 2006 to 2011 Worked as Administrator, Manager, co-ordinator, content writer and Trainer</li> <li>• 2004 to 2008 Worked as Customer relation executive(Assisting with Home Loans)</li> <li>• 2002 to 2004 Worked for DSA as Co-ordinator for Citi Bank Home Loan</li> <li>• 1993 to 2002 Entrepreneur</li> </ul>
<b>Training/ Teaching skills</b>	<p><b>Legal</b></p> <ul style="list-style-type: none"> <li>• Women and Laws</li> <li>• -Awareness Program based on" Sexual Harassment of Women at Workplace Act 2013"</li> <li>• Assistance to form POSH policies</li> <li>• Gender Justice</li> <li>• Social Responsibility and POSH</li> <li>• Case handled and concluded as an IC external member</li> <li>• -Legal framework of Debt Recovery Agents (Based on IIBF's DRA Training)</li> </ul>

	<ul style="list-style-type: none"> <li>• Legal for non lawyers (Procedure of legal system and laws as per requirement of client)</li> <li>• - Cyber Law</li> </ul> <p><b>Soft Skill</b></p> <ul style="list-style-type: none"> <li>• - Communication</li> <li>• - Interpersonal</li> <li>• - Negotiation</li> <li>• - Persuasive</li> <li>• - dealing with difficult situations</li> <li>• -Strategy Planning</li> <li>• - Team Building</li> <li>• - Credit Counselling</li> <li>• -Report Writing</li> <li>• - Time Management</li> <li>• -Becoming Business Professionals</li> <li>• -Personality Development</li> <li>• -Etiquette</li> <li>• -Personal Goal Vs Organizational Goal</li> <li>• -Self Awareness</li> <li>• -Motivation</li> <li>• -Customer Service Excellence</li> <li>• -Conflict Management</li> </ul>
<p><b>Trainings conducted at</b></p>	<p><b><u>Banking Sector</u></b></p> <ul style="list-style-type: none"> <li>• Bank of Maharashtra</li> <li>• Bank of India</li> <li>• HDFC Bank</li> <li>• Central Bank of India</li> <li>• Pune District Association of Co-operative Bank</li> </ul> <p><b><u>Education Institutes and Colleges</u></b></p> <ul style="list-style-type: none"> <li>• MITCON</li> <li>• SNDT College</li> <li>• CDAC</li> <li>• iTap Institute</li> <li>• AISSMS college (Hotel Management)</li> <li>• VIT college Pune</li> <li>• Marathi Vidyan Bharati</li> </ul> <p><b><u>Manufacturing and trading</u></b></p> <ul style="list-style-type: none"> <li>• Shell</li> <li>• Endurance</li> <li>• Voltas</li> </ul> <p><b><u>NGO</u></b></p> <ul style="list-style-type: none"> <li>• BJS</li> <li>• Paryay</li> <li>• Arogya Bharati</li> <li>• iTeach</li> </ul> <p><b><u>IT Sector</u></b></p> <ul style="list-style-type: none"> <li>• ISYX Technologies</li> <li>• Qualys Security Tech Services Pvt. Ltd.</li> <li>• Crest Springer Nature Technology and Publishing Solutions</li> </ul>