



NIVEDITA JAYMIN GANDHI

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OBJECTIVE

To develop a successful career in the field of Soft Skills Training by using my education and professional experience to the best of my ability.

WORK EXPERIENCE

I was associated with Vision Marketing & Information Services Pvt Ltd. for 3 years as a Trainer providing imparting training to all junior and senior officers providing them training on the projects in addition to company policies, practices and programs.

Responsibilities include training in-

- * Check on Quality of all officers, guide and lead learning enhancement classes to improve sales knowledge and helping them with suggestion on scope of improvement.
- * Routinely evaluate business training needs and adjust staff development and educational programs. Coordinate and conduct small group and individual training sessions based on staff and organizational learning needs.
- * Conduct ongoing needs analysis leveraging customer feedback, field interactions, and subject-matter-expertise to adjust learning strategy and curriculum.
- * Develop and manage tracking and reporting progress on training progress.
- * I have worked on various assignments and perform at highest standards and equality. Have demonstrated good patience and effort in trying to improve various aspects in training candidates.

Some of the projects that I handled there include:

➤ **Tata Power**

- Tata Power is a largest power company in the country. The core business of the company is to generate, transmit and distribute electricity.

Tata Power Technical call Centre-

➤ **Raymond Premium Circle**

- Regular customers are enrolled in the premium membership wherein on every purchase customers get reward points and the same can be redeemed by them.

- **Messe Frankfurt**
 - It is an event organizer for Technology, Consumer Goods, Textiles & Textile Technologies, Entertainment, Media & Creative Industries, Mobility & Logistics are international leaders in their respective fields.
- **BSE Institute**
 - BSE (Bombay Stock Exchange) Institute Ltd. provide various courses, certifications and other learning solutions.
- **Crisil –**
 - Crisil provide ratings to SME & NSIC pan india. Any company who had availed ratings from Crisil have to do yearly renewal.
- **ACK Media**
 - ACK Media is India's leading entertainment and education company for young audiences. Some of India's most-loved brands including Amar Chitra Katha, Tinkle, Karadi Tales and well-known proprietary characters like Suppandi are part of ACK Media.
- **Axis Bank –**
 - Customers registers online through Axis bank website for transferring foreign currency in India but many of them do not remit funds.
- **IL&FS -**
 - Ministry of Rural Development (MORD) launches special projects across India to provide job opportunities to rural youth across India. To implement such projects, MORD has done tie-up with ILFS.

ACHIEVEMENTS

- Received recognition for process improvement done in ACK Media.
- Recipient of special letter of appreciation from Tata Powers for bringing down the number of Fatal calls and introduced and trained trainee on different parameters for daily quality reports. Awarded with gift vouchers from Westside.
- Received many excellent feedbacks from clients and various process heads for employee training ideas based on storytelling.
- Amazing feedbacks from participants/trainees for takeaway material, like a special desk mirror ...smile before saying “Hello”Telephone etiquette.

Organization	Designation	Duration in years	From ___ to ___(dates)
IITC –Nariman Point	Trainer-travel & tourism	2 yrs	1990-1992
Maharaja Travels-Theme	Out bound tours	1.5 yrs	1992-1994
Arbi Exports-Nariman Point	Merchandiser	3 yrs	1994-1997
Launched label "Nivis"	Propreitor	6 yrs	1997-2003
Enigma Fashions-Rocky S	Asst-Designer	1.5 yrs	2005-2006
Vision Mrtkg -Powai	In-House Trainer	3 yrs	2012-2015

ACHIEVEMENTS IN GARMENT INDUSTRY

- Recognized by Mid-Day & Times of India by their large write ups on young talented Fashion Designers
- Designer of many small & big screen artists for their awards nights.
- 500 personalized customers.
- Supply in major dept. stores of Mumbai.

EDUCATION

- Diploma in International Airlines 8L Travel Management from IITC (India International Trade Centre) during Apr-Sept. 1988.
- B'Sc-Bombay University ~Majors in Chemistry. Jaihind College. Mumbai in March 1992.
- Diploma in Tourism & Ticketing from IATA/UFI'AA Correspondence from Switzerland conducted by Air India in June 1992.
- Diploma in Dress Making from Nirmala Niketan College. Mumbai in October 1992.
- A course in Imports & Exports by Indo American Society during Jan-March 1993.
- A certification course on "Training of Trainer" conducted by MEPSC- October 2017.

HOBBIES

Reading, Dancing, Baking, Gardening and Yoga.

PERSONAL

Date of Birth : March 29, 1970

Mother Tongue : Gujarati

Languages Known : English, Hindi, Gujarati & Marathi