

ARUNDAS D

PROFILE

Results-driven Sales and Process Trainer with extensive experience in product and process training across multiple organizations. Adept at developing and delivering training programs to enhance sales performance and customer service excellence. Strong leadership, mentoring, and team-building skills, with a focus on driving efficiency, compliance, and continuous improvement. Experienced in home-based training, onboarding new hires, and managing the productivity of newcomers to ensure smooth integration and performance excellence.

KEY SKILLS

Process & Product Training



Sales & Customer Service Training



Coaching & Mentoring



Performance Analysis & Improvement



Training Needs Assessment



Team Leadership & Motivation



Customer Relationship Management



Communication & Presentation Skills



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WORK EXPERIENCE

SALES TRAINER

SBI CARDS

Oct 2019 – Feb 2025

- Conducted process and product training for sales teams, ensuring comprehensive knowledge transfer.
- Designed and delivered training modules to enhance sales techniques and customer engagement.
- Monitored training effectiveness and provided coaching to improve individual and team performance.
- Collaborated with stakeholders to identify skill gaps and implement learning solutions.
- Developed customized training content to address specific business needs.
- Ensured compliance with regulatory and company training requirements.

SIB PROCESS TRAINER

TELEPERFORMANCE

Apr 2018 – Oct 2019

- Facilitated process and product training sessions to optimize service quality.
- Developed training manuals and materials to align with industry standards.
- Assessed trainee progress and provided feedback for continuous improvement.
- Conducted refresher training to keep teams updated on product and policy changes.
- Designed role-playing exercises to enhance practical learning.
- Worked closely with quality teams to align training with performance metrics.

EDUCATION

- 2008 BSc – COMPUTER SCIENCE**
Bharathiyar University
- 2005 Higher Secondary**
Board of Higher Secondary
Examinations, Kerala, India
- 2003 High School**
Board of Public Examinations,
Kerala, India

LANGUAGES

- English
- Malayalam
- Hindi
- Tamil

SOFTWARE PROFICIENCIES

- MS Word
- MS Excel
- MS PowerPoint

SPECIALIST TRAINER – PROCESS TRAINING AEGIS, TRIVANDRUM

Dec 2016 – Apr 2018

- Delivered training sessions to enhance employee proficiency in process adherence.
- Developed interactive learning strategies to improve retention and engagement.
- Conducted assessments to measure training effectiveness and identify areas for improvement.
- Provided one-on-one coaching for underperforming employees.
- Created detailed reports on trainee performance and training success rates.
- Led workshops on advanced customer service techniques.

PROCESS TRAINER

May 2013 – Dec 2016

VERTEX CUSTOMER SOLUTIONS INDIA PVT. LTD., ERNAKULAM

- Led process training initiatives to improve service quality and operational efficiency.
- Mentored and coached trainees to meet performance benchmarks.
- Maintained detailed training records and performance reports.
- Worked closely with management to align training goals with business objectives.
- Developed e-learning modules for remote training.
- Conducted post-training evaluations to measure impact and identify improvements.

SENIOR TRAINER EXECUTIVE – PROCESS TRAINING FIRSTSOURCE SOLUTIONS PVT. LTD., ERNAKULAM

Aug 2011 – May 2013

- Developed and executed structured training programs to enhance process efficiency.
- Conducted training needs assessments to tailor learning solutions.
- Tracked and analyzed training effectiveness through feedback and performance metrics.
- Provided on-the-job coaching and mentoring for trainees.
- Designed KPI-based training models to enhance productivity.
- Organized periodic knowledge-sharing sessions among teams.

SME – SUBJECT MATTER EXPERT

FIRSTSOURCE SOLUTIONS PVT. LTD., ERNAKULAM

Aug 2010 – Aug 2011

- Created a positive work environment by fostering trust, open communication, and collaboration.
- Provided a clear vision of the project to align team efforts with organizational goals.
- Motivated and inspired team members through coaching and mentorship.
- Led by example, demonstrating professionalism and excellence in all tasks.
- Facilitated problem-solving sessions to improve workflow and efficiency.
- Recognized and celebrated team and individual achievements.

TELECALLING EXECUTIVE (CUSTOMER SERVICE ASSOCIATE - CSA)

FIRSTSOURCE SOLUTIONS PVT. LTD., COIMBATORE

Aug 2009 – Aug 2010

- Managed inbound and outbound calls, addressing customer queries and concerns.
- Provided excellent customer service by resolving issues efficiently.
- Ensured accurate documentation of customer interactions.
- Promoted company products and services to drive sales and customer retention.
- Collaborated with team members to meet and exceed performance targets.
- Assisted in training new hires on call-handling procedures and best practices.