

SWAPNIL JOSHI

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☎ 7447775720

📅 26/05/1987

🚩 INDIAN

🌐 SINGLE



PROFILE

I am a dependable person who is great at time management. Effective and articulate communicator with all levels of employees. I have been told that I provide a safe pair of hands in challenging times.



INTERESTS

hobby is an energetic activity that makes you happier and complete. Hobby is not a profession or money earning source but a habit that makes the person really happy....
MUSIC & COOKING makes me Happy.



SKILLS

TRAINING

SALES

GUEST SERVICE MANAGEMENT

CUSTOMER EXPERIENCE

HOSPITALITY & CX METRICS

SOFT SKILL

COMPETENCY SKILL

STAFF TRAINING

EMOTIONAL INTELLIGENCE

INDOOR AND OUTDOOR SALES

POINT OF SALE SYSTEM

TEAM BUILDING



LANGUAGES

MARATHI



HINDI



ENGLISH



GERMAN



CERTIFICATES

CAPITAL MARKET

ADVANCE EXCEL

LEAN YELLOW BELT



PROFESSIONAL EXPERIENCE

2019 – Present

LEAD - CUSTOMER EXPERIENCE, FLIPKART

- Developing FE's, marked Amber and enabling FE's, marked green during Induction training
- Responsible for the growth of FE's to the next level and extraction of misfit FE's captured in report formats.
- Ensure Reporting as per defined norms and RCA for escalation cases

Train & coach front line staff to deliver a positive Customer Experience consistently by ensuring

All Hub employees are certified through Induction training.

On Job Training for all new joiners as per training plan

- Smooth induction of the new joiners at the Hub.
- Conduct refreshers to ensure updated process knowledge
- Responsible for the Customer Experience (NPS) of the assigned Hub.

Positive Customer Interaction

Escalations related to People issues

Wrong Updates

Misbehavior's

- Process Errors - people related
- Ensure proper channel of communication, by arranging or conducting daily Huddle
- Responsible to ensure Hygiene standards at the Hub All new joiners have offer letter, FHR ID and uniform prior to Field Visit.
- Grooming standards of the Hub staff

Adherence to Health & Safety norms Employee

Engagement through activities like birthday celebrations, success moments etc. in terms of Knowledge, behavior and actions Continuously

- learn and upgrade self knowledge

Delivering delight during field Visits

2016 – 2019

TRAINING SALES MANAGER,

More Options Financial Services

- Achieves sales training operational objectives by contributing sales training information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems.
- Determines training requirements by studying sales and marketing strategic plans and current sales results.
- Develops managerial results by orienting new managers; conducting management training programs; providing learning resources; coaching individual managers. Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; and participating in professional organizations.
- Accomplishes sales training and organization mission by completing related results as needed

2012-2016

CIRCLE TRAINER,

JUBILANT FOODS LTD- DOMINOS

- Accomplishes sales training human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees;
- Achieves sales training operational objectives by contributing sales training information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems.
- Determines training requirements by studying sales and marketing strategic plans and current sales results.
- Develops managerial results by orienting new managers; conducting management training programs; providing learning resources; coaching individual.



EDUCATION

2010 MBA- FINANCE, NORTH MAHARASHTRA UNIVERSITY

2007 BBA- NORTH MAHARASHTRA UNIVERSITY



DECLARATION

I hereby declare that the above particulars of facts and information stated are correct to the best of my belief and knowledge.

**SWAPNIL
JOSHI**