

Pawan
Training & Quality Assistant Manager
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Professional Summary

Experienced **Training & Quality Assistant Manager** with over five years in the **BPO industry**, specializing in **training, quality, and development**. Proficient in implementing training models like **ADDIE** and **Kirkpatrick Model of Learning Evaluation** to drive impactful learning experiences. Led the **"Nesting" project (0-30 bucket)** to streamline onboarding and increase trainee performance. Additionally, managed **quality performance**, ensuring compliance, adherence, and sales effectiveness. Certified in **Learning & Development**, **Train the Trainer (TTT)**, and **Lean Six Sigma Yellow Belt**, with expertise in **outbound sales and quality assurance**.

Professional Experience

Cogent E-Services

Training & Quality Assistant Manager | Dec 2023 – Present

Training & Quality Lead | Dec 2022 – Nov 2023

Senior Trainer | Dec 2021 – Nov 2022

Trainer | Nov 2019 – Nov 2021

- Managed training for **Tata Play Outbound and Tata 1mg**, overseeing a team of trainers and quality analysts to ensure alignment with company standards.
- Spearheaded the **"Nesting" project (0-30 bucket)** from initiation to successful implementation, resulting in streamlined onboarding and higher engagement.
- **Quality Performance Management**: Led a team of quality analysts to monitor call adherence, compliance, and sales effectiveness.
- Conducted **VOC (Voice of Customer) analysis** through **call listening, tagging, and FGDs** to identify key customer pain points.
- Managed **daily, weekly, and monthly quality score reporting** and collaborated with the client for performance reviews.
- Performed **RCA (Root Cause Analysis)** for internal and external escalations, implementing corrective measures.
- Ensured **ACPT for cancellations, adherence monitoring, and compliance tracking** to minimize process deviations.
- Conducted **PKTs, BQ refreshers, SGTs, and upskill training sessions**, significantly improving sales and customer experience metrics.
- Supervised **New Hire Training (NHT) batch initiation**, ensuring efficient onboarding and strong foundations.
- Developed **training and quality dashboards** for performance tracking and collaborated with management to drive data-backed improvements.



Process Trainer | Nov 2018 – May 2019

- Delivered training for Tata Capital Loans, focusing on compliance, client interaction, and sales skills.
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Education

Indira Gandhi National Open University (IGNOU)
Bachelor of Tourism Studies |

Certifications

- Train the Trainer (TTT) Certified
 - Learning & Development Tools & Methods – Udemy
 - Lean Six Sigma Yellow Belt – Udemy
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Skills

- **Training Models:** Proficient in ADDIE, Kirkpatrick Model of Learning Evaluation
 - **Training & Development:** PKTs, BQ refreshers, SGT, upskill training, and dashboards
 - **Quality Management:** VOC analysis, call tagging, FGDs, RCA for escalations, and adherence monitoring
 - **Project Leadership:** Successfully led the “Nesting” (0-30 bucket) project and managed Quality for various sub - processes with in Tata Play Outbound and Tata 1MG
 - **Sales & Compliance Expertise:** Ensuring compliance with customer consent, rebuttals, and sales ethics
 - **Team Leadership:** Skilled in team handling, coaching, and mentoring
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Additional Skills

- New Hire Training (NHT) batch initiation and management
 - Advanced training, performance, and quality metrics analysis
 - Effective in both in-person and virtual training environments
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I am excited to bring my comprehensive **training, quality, and leadership expertise** to a forward-thinking organization. I am committed to **enhancing learning experiences, optimizing quality assurance, and driving performance improvements** through innovative approaches. Looking forward to discussing how I can contribute to your



team.

Thank you for your time and consideration!

