**Anurag Agarwal (Bhanu)**

 **(Pursuing NLP Certification)**

**Sales Training, Strategic Distribution (Sales), Technical Training, Excellent Communication Skills, CSR Coordinator, Content Creation & Delivery, L &D, Audit, Soft Skill Training.)**

House No. 173/17, Dr. B. N. Verma Road, Opp.Vohra Shamiana House, Aminabad, Lucknow, UP, India**, 226018**

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**Career Profile:**

 I am an Experienced Sales Capability Development Head/Expert & a NIS Sparta Certified Corporate Trainer, with over experience of 19+ years in Telecom, Handheld, and FMCG & IMFL in various market of India.

Adept in General Management/Sales/ New Area Launch/Sales Training/Soft Skill Training/Distribution/L & D/Project Management/Technical Training/Content Creation & Deliverables/Strategic Data Analysis/Product & Process Training/Induction& Orientation program/CRM/Team Management/Retail/Institutional Sales/BPO. I am good at increasing, numbers, revenue, Market Share & Profits to establish a dominant position in the markets while adhering to financial goals & Company Policy. I have successfully led Training as well as Sales Team and made significant individual contribution by applying Solution selling tactics in the market. Had been a part of Fortune 500 companies and posses excellent Communication & Interpersonal skill to communicate effectively at all level.

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| **My Key Responsibilities** | **Strengths:**  | **SKILL** |
| **Designing Content & Delivering Training, Identifying training and development needs** within the Organization through Job Analysis, Appraisal Schemes and regular Consultation with Line Managers, Vertical Heads & Human Resources Department. **Managing the effective delivery of Training and development programs** there by equipping teams with the Knowledge, Practical Skill& Motivation to carry out work related Tasks. Preparing Quarterly Training Calendar, Training Road Map & FAQ:s**Effective Cost Management**, Considering **the cost of planned program and designing Training Modules within budget** & monitoring and reviewing the progress of trainees through Questionnaires & in discussion with managers.**Research & E Learning: Understanding** the Global trends and best practices in the industry and making it an effective part of the Training modules & creating a bank of Case Studies to be used as references in training. | 1. **An Articulate Communicator** **& an Initiator** fluently speaking the language of both people and the Technology.
2. **Integrity and Adaptability**
3. **Passionate about my Job and Willingness to Learn**
4. **Have Analytical & Problem Solving Skills**
5. **Collaborative. ( Team Work)& Organized.**
6. **Empathetic & Helpfulness**
7. **High on delivering Training Modules effectively & Content Creation.**
8. **Assertive, Flexible and Adaptable to Change**
9. **Focused & Poised**
 | 1. **Sales Training (**Execution & Evaluation**)**
2. **Product** & Process Training.
3. **Soft Skills Training.**
4. **Experience in** On Line Training & Classes.
5. **Training Need** Analysis & **Drafting** Training Modules accordingly.**..**
6. **New Hire Induction &** Orientation Program**.**
7. **Behavioral Training**
8. **Understanding of Payroll Management**.
9. **Sales & Strategic Distribution.**
10. **Technical Training on Telecommunication Tech & FAB (Handheld)**
11. **CRM & BPO Training.**
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**Current Assignment:: At present I am working as  a Senior Manager, Corporate Training for Indus Training Corporation Private limited, posted at Lucknow Looking after their Sales, training assignments and vendor Management for different Corporate group such as Indian Oil Corporation, Google Pay, Hyundai.**

**Employment History**

1.  **TATA TELE Services Limited: worked as Manager, M4** -**Sales Capability Building, Strategic Distribution. TTSL** ·December 2015 - July 2020, posted at Corporate office New Delhi, reporting to VP, Learning & Development.
	* + **Responsibilities’ & Achievements:**
2. Coordinated with Circle’s Leadership team, India on Identifying training and development needs within the organization through job analysis, appraisal schemes and regular consultation with Line managers, vertical Heads and human resources department. & successfully developed content as per need.

2) Helped employees in ongoing & long-term improvement in required skills and enabling them to achieve performance excellence within the organization and to achieve their targets successfully.
3) - Created content & Delivered various Training Modules successfully on Leadership, Communication Skills Sales,, Soft Skills, Product &Process , etc.
4) - Successfully conducted New Hire Induction Programmes & Cross functional activity for new employees and Successfully rolled out A Learning Path, An initiative for TSMs & ASM for Construction of Future Leaders within an Organization.

5) Successfully rolled out Technical Training on Hand Held, Software to capture Real-time Online Sales & Stock Analysis

6) Delivered Technical Training on Call Routing, BTS, BSC & MSC, IN Technology& how it works.

7) Did Training for Retail on CRM Process Successfully

***C) TELENOR (UNINOR)-Norway MNC worked as Sales Capability Development Manager (HR):*** *October-2009 to December-2015– UP East Circle, Lucknow, Reporting to CEO.*

* + - **Responsibilities’ & Achievements:**
1. **A Core member of Norway”sTelenor Launch Team** & played an instrumental role in the launch of TELENOR **(**UNINOR) in the UP East Circle.

**2) Responsible for business analysis, c**ompetitive assessment and to ensure that all our Channel Partners are following the business parameters align to the company. (Health Check of the Channel Partners).

**3) Conducted Product & Process Training** &Technical Training to Norway Training team and to the Norway COO of TELENOR, INDIA along with the Sales Team & Retail Team of India.

4} **With the help of successful Data analysis** and in consultation with Circle Leadership team, enhanced revenue, retention & customer base successfully of the Circle with the help of our Leadership Team.

**5) Created, & Delivered successfully** Training modules on Channel Management, GROW Model, ROI Calculation, Rotation Strategy, Technical Training, Product & Process, Data Analysis, Communication Skill etc.

**6) VENDOR Management**: To Train, To manage & To Coordinate with our Training vendors responsible for training of our DMS, Sales Team, FOS, Retail Team & Call center team on Product & Process, Soft Skills Training & Sales Training, Technical Training, successfully, trained, crafted 900+ Team members **of my Company.**

**7) COACHING;** Visited Markets with members of Sales team in identifying gaps & solving various issues/problems. ***D) -- IDEA CELLULAR Limited: Now Vodafone Idea (Part of Aditya Birla Group), Vertical Head, Training, UP East /*CSTM (Circle Sales Training Manager**), Reporting to Sales Head, from March 2007 to October 2009.

* + - . **Responsibilities’ & Achievements:** )
1. Designed, Created & delivered various Training Modules as per the need of the business of a Circle.
2. Created & introduced ON LINE Test & Training for our Employees with the help of IT department.
3. **. (IDEA Power). : Introduced** Knowledge **Power**, an SMS based Assessment for entire Sales Team to ensure their knowledge check on daily basis and introduced SMS based test on weekly basis followed by R&R process**.**
4. **Responsible for New Hire Induction & Orientation Programmes and to ensure their interaction with the Cross Functional teams of various department of the Organization to understand working & aspirations of the Company**.
5. . **Introduced official E- Magazine**, Monthly magazine for a Circle to motivate & keep our team updated on all subjects and for participation of all employees with their Idea’s & article in it with the help of the IT Team.

**E) NIS SPARTA EDUCATION & LEARNING TECHNOLOGIES PRIVATE LIMITED: ,**  A Pioneer Organization of Asia for Education, Learningϖ & Development, Responsible for growth & smooth flow of business of various Corporate Houses got; Certified & Worked as Corporate Trainer, from; MAY 2005– FEB 2007, worked for **Reliance Infocomm,** UP- East Circle.

. **Responsibilities’ & Achievements:** **Successfully cleared NIS Sparta Corporate Trainer Certification Program** on Platform Skills, Behavioral Training, Product & Process Training, Sales Training, Soft Skill Training, Body Language, Data Analysis, Sales and strategic Distribution, Business Development Strategy.

1. Responsible for providing Training on SOFT Skills, Technical Skill & Selling Skills & FAB ( Handheld
2. Delivered Training Modules for various Clients, such as Hindustan Lever, Reliance Petroleum, Reliance Infocomm, Pepsi +

**F)** ** Head of Sales: (Uttrakhand), Shaw Wallace Distilleries Limited-- IMFL Division. (Indian Made Foreign Liquor), part of Jumbo Group, stationed at Dehradun, UK, from September 2000 to May 2005**

**Responsibilities’ & Achievements:**

**Product Launch, Liasioning, Sales Management, Team Management & Revenue enhancement, Sales Promotion, Budget Management, Trade Promotion, Events & exhibitions, Developing Sales strategies to build consumer preference and drive profitability.**

1. **Successfully and smoothly managed** team of 24+ members and enhanced Sales & Revenue of a given geographical region.
2. Growth of our Key Brands by 23% in Uttaranchal, studied Competitive analysis & developed strategy accordingly.
3. Received Appreciation letter from Ms Komal Wazir, Director of Shaw Wallace Distilleries for enhancing revenue by more than 100%. (IMFL & Beverage section.)
4. Established entire infrastructure of Bonded Warehouse of our Company and completed all legal & necessary formalities needed within a short span of two weeks.
5. . Responsible for Primary, Secondary & tertiary activities, of a given geographic region.
6. ) To achieve agreed sales target and to ensure timely Collection of payments & to keep outstanding under Control. Proper storage and handling of Merchandising material and closely monitors Inventory.

**Rewards & Recognition: (Brief)**

1. **P**layed a very instrumental & active role in a successful launch of Uninor in UP-East Circle. A Core member of a Telenor Launch Team.
2. Certified by NIS Sparta as the best Corporate Trainer, The Premier Institute of Asia in Learning Technologies to conduct the value based Sales Training & Soft skills Trainings across all Corporate.
3. Received Appreciation letter from Ms Komal Wazir, Director of Shaw Wallace Distilleries for enhancing revenue by more than 100%. (IMFL section.)
4. In IDEA Telecommunication, awarded as Best Circle Sales Training Manager .CSTM on Value based Sales Training & Soft skills Training and also on Content Creation & Training Deliverables Successfully.

**Computer Awareness:** Knowing allVerticals of Microsoft Tools, Ms Word, Excel, Power Point Presentation, Photoshop, Pursuing Python Learning etc.

. ***Academic & Professional Qualification***

1. MBA in Sales & Marketing from Bhartiya Vidhya Bhawan, Mumbai, India, Grade 1st.
2. MA in Political Science from Lucknow University, Lucknow, India, Grade 2nd.
3. B.P.Ed, Bachelor of Physical Education, Proficiency in Sports & Games, Grade 1st.
4. BA in English, Economics & Political Science, Lucknow University, Lucknow, Grade 2nd.
5. Class XII from UP Board, Lucknow in Biology, Physics, Chemistry Hindi & English, Grade 2nd.
6. Class X from CBSE Board Lucknow, All Subjects, Grade 1st.

 **Extra Curricular Activities:**

1. **.** Represented Lucknow University in Tennis at National Inter University Tennis Championship...
2. **.** Captained College Cricket Team successfully for 3 Years & won trophies for my College.
3. **.** Registered Member of A.I.T.A [All India Tennis Association], Represented UP in Inter State Tennis Championship.
4. . Anchored many cultural program and business functions successfully --------

 Marital Status—Married.

 DOB= 04/02/1972

**Kind Regards**

**Anurag Agarwal**

 REFERENCES: Available