

SHEFALI DHAR

PERSONAL INFORMATION

DATE OF BIRTH: May 7th, 1979

CONTACT ADDRESS: Shefali Dhar
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EDUCATIONAL QUALIFICATIONS

1. 2001 - B.A. (Part 2) Communicative English Examination from Loreto College, Kolkata. (Kolkata University)
2. 1999 - Business English Communication Examination (Part 2) from British Council, Kolkata affiliated to the Cambridge University, U.K. (1st Div.)
3. 1998 - ISC from Sacred Heart Convent School, Jamshedpur – with First Division & 90% in Economics
4. 1996 - ICSE in 1996 from Hill Top School, Jamshedpur - with First Division

COMPUTER LITERACY

1. MS – WORD & EXCEL from Loreto College, Kolkata
2. Course in Desktop Management Skills from Aptech Ltd. , Jamshedpur

VOCATIONAL WORK EXPERIENCE

1. Worked as Summer Trainee with Tata Steel's Corporate Communications Department, Jamshedpur for four weeks. Worked on Tata Steel's project "Effectiveness of Hot -mail – the Bottom – Up communication in Tata Steel."

Objective:

The main objective of this project was to provide an effective channel of communication from worker to M.D. level. The recommendations in this project report provided an extremely useful means of "upward communication" in Tata Steel, Jamshedpur.

2. Worked for a reputable Pizza Parlour "Pizzapurram" , in Jamshedpur for 6 months.
3. Taught "Spoken English" at the "Loreto Women's Cell" at Loreto College, Kolkata for four months.

CORPORATE WORK EXPERINCE

1. **Learning Lab Bangalore , Sahakarnagar, Bangalore (June 2018 – till date)**
English Trainer and Consultant for IGSCCE (International Students and Adults)

Roles & Responsibilities

- Conducted one – on – one and group classes in Spoken English, Grammar, Phonetics , Conversational English, Listening and Reading Comprehension, Essay Writing to Korean and Japanese Students from IGSCCE and IB Syllabus and international schools.
- Conducted one – on- one classes in Spoken English, Conversation, Grammar, Listening, Reading Comprehension and Business communication for Korean ladies from KIA motors (wives of the employees of KIA Motors, Bangalore). Levels of English taught – Beginners, Elementary, Pre-Intermediate and Intermediate.

2. IBM GLOBAL SERVICES INDIA Pvt. Ltd., BANGALORE (AUGUST 2013 – SEPTEMBER 2015)

Voice and Accent Trainer, Learning Facilitator, VnA Hiring Panel, Call Coach

Roles & Responsibilities

- Conducted NHT (New Hire Training for voice and semi – voice batches) , which included sessions on Phonetics, Grammar, Culture (UK, US and Australia), Customer Service, Accent Neutralization and Call Handling Skills with process specific mock calls. Email Etiquette Training and Email Monitoring for Non-Voice and IMAC teams.
- Was part of the interviewing and hiring panel at IBM and conducted the Voice and Accent round for new hires (Voice and Semi – Voice processes), telephonic interviews, Campus Recruitment
- Provided floor support, which included regular call monitoring , feedback sessions, Refresher Training and On – floor coaching / Sessions on customer service to the following global processes and accounts:
 1. NAB (National Australian Bank)
 2. BOI (Bank of Ireland) Transition Account
 3. Scottish Power

3. IBM GLOBAL SERVICES INDIA Pvt. Ltd., BANGALORE (MARCH 2009 – FEBRUARY 2011)

Voice and Accent Trainer, Learning Facilitator, VnA Hiring Panel, Call Coach

Roles & Responsibilities

- Conducted NHT (New Hire Training for voice and semi – voice batches) , which included sessions on Phonetics, Grammar, Culture (UK, US and Australia), Customer Service, Accent Neutralization and Call Handling Skills with process specific mock calls.
- Was part of the interviewing panel at IBM and conducted the Voice and Accent round (PEG – Performance Evaluation Grid) for new hires (Voice and Semi – Voice processes)

- Provided floor support, which included regular call monitoring , feedback sessions, Refresher Training and On – floor coaching / Sessions on customer service to the following global processes and accounts:

1. Astra – Zeneca – UK , North America and Global Desk
2. Medimmune – US
3. RSA – UK
4. BG (British Gas) O2 , JLR and TFL – UK ,

Participated in a number of Client interactions and meetings.

5. **QANTAS – Australia (Transition Process) - Was part of the Transition process for the QANTAS account at IBM. Conducted special Customer Service and Australian Culture sessions. Also conducted process specific mock calls with Australian process trainers. Provided floor support, which included regular call monitoring, feedback and refresher training sessions. Agents were consistently “Green”(above 80%) on VnA based on their call monitoring scores post the training and feedback sessions.**

4. ATHIYA ORGANISATIONAL COMPETENCIES PVT. LTD., BANGALORE (NOVEMBER, 2007 – SEPTEMBER 2008)

Subject Matter Expert

Roles & Responsibilities

- Conducted Pre - Process training, which included classroom sessions, mock calls and call monitoring on Voice and Accent and Customer Service for British Telecom a client of Infosys?
- Conducted Abridged Competency Based Training for “Insight”, a U.S. client of Infosys.
- Conducted training sessions and mock calls at Cognizant.
- Conducted Pre – Process Foundation Training at Infosys Mysore.
- Conducted Accent Neutralization session at HP

5. INFINITE EVENTZ, KOLKATA (JUNE, 2007 – OCTOBER, 2007)

Public Relations & Marketing Head (Eastern Region)

Roles & Responsibilities

- Marketing for events in the corporate sector and MNC's thereby generating business from various corporates. This was done by conducting market surveys of various organisations.
- Was involved in organising corporate events like dealer's meets, conferences, seminars and also other promotional activities like product launches, mall promotions and road shows.

6. ACCENTURE INDIA SERVICES, BANGALORE (FEBRUARY, 2005 – APRIL, 2007)

Customer Services Associate

Roles and Responsibilities

- Provided customer service to Customers from UK for Royal and Sun Alliance for Monaco (More Than Motor Insurance) which is a client which deals with motor insurance
- Making sales to Customers for More Than motor insurance (Royal and Sun Alliance)
- Have received customer appreciation letters from the UK and also certificates for outstanding performance
- Have helped new agents on the floor to come up the learning curve and have provided floor support

7. CONFEDERATION OF INDIAN INDUSTRY (CII), JHARKHAND STATE OFFICE - JAMSHEDPUR (August, 2002 – February, 2005)

Executive

Roles & Responsibilities

- Have obtained several Corporate Members for CII through personal contacts, thereby augmenting revenue for CII.
- Handled the following five Panels:
 - a) Technical Education & Training
 - b) Membership Services
 - c) Environment & Pollution Control
 - d) Small Scale & Ancillary Industries
 - e) Technology Upgradation
- Organized Workshops, Seminars, and Training Programmes & Plant Visits to various companies, as part of Panel activities. This created awareness among the large, medium &

small scale industries on different industrial issues, resulting in profits for CII, through sponsors for seminars and various programmes.

- Helped in organizing major events and seminars, i.e. :
 - “Management of Bio – Medical Wastes”
 - “Water Management”
 - “Rural Enterprise”
- CII organized a major Industry & Technology Fair called “Enterprise 2004” from 13th February, 2004 – 16th February, 2004. The Fair was inaugurated by the President of India A.P.J. Abdul Kalam. I had the singular honour of being selected to welcome the President and assisted him in the ribbon – cutting & lamp lighting ceremonies.
The Enterprise Fair showcased the industrial strength & capabilities of Jharkhand State. A wide range of Consumer Durables, Financial Services, Industrial Products and IT Gadgets were displayed. More than a hundred exhibitors participated in the Enterprise. Helped in getting many of the Companies to participate & display their products.
- As one of the projects of CII, visited villages in Jharkhand to help design a “Model Village”. One of the villages called “Hudu” in Saraikela District was identified for development in areas of irrigation, employment, sanitation, education and women’s health.
- In frequent absence of senior officers have managed the office and shouldered responsibilities.
- Have attended the All – India Meeting of Senior Executives of CII at Agra in May, 2003. This was an excellent opportunity to interact with my colleagues from various Regional Offices in the Country

8.GE CAPITAL INTERNATIONAL SERVICES (GECIS), HYDERABAD

(August , 2001 – February, 2002)
Process Associate, Telemarketing

Roles & Responsibilities

- To sell Credit Card, Automobile Insurance, Dental & other Medical Insurance Schemes to customers across the USA.
Was one of the key performers in the group
- Was selected by the HR Department of GECIS to conduct telephonic interviews for “Process Associates”.

ABILITIES AND SKILLS

- a) Am persistent
- b) Have a strong personal need to succeed
- c) Believe in Team work
- d) I see problems as challenges
- e) Good Public Relations & Communication Skills are my forte
- f) Good organizational abilities
- g) Ability to mingle with people from all walks of life
- h) Ability to work under pressure

AREAS OF INTERESTS

TRAVELLING:

I have traveled extensively both in India & Abroad. Visited the USA three times via UK in 1990, 1994 & 2003. This exposure has broadened my horizons, giving me an insight into world culture & people.

HOBBIES

Music, Movies, Cookery, Swimming, solving crossword puzzles and other word games such as Pictionary and Scrabble interest in study of various media, especially cinema.

LANGUAGES

Fluent in English, Hindi & Bengali.

Dated:

SHEFALI DHAR