**MANISHA CHOUDHARY** *( President of Maharashtra WICCI Certified Image Consultant, Facilitator & Corporate Trainer ) )*

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***SYNOPSIS***

***Empowering women in financial wellness programs for Professionals***

* An accomplished, goal-oriented Soft Skills & Behavioral Skills Trainer and a Instructional Designer with progressive track record
* A Certified Image Consultant with 10+years of experience in delivering Image Makeover & Business Communication training
* An Effective & Certified Facilitator with strong experience & hold on banking processes & functional role
* Master’s in International Trade with 20+years of strong experience in the banking industry
* Progressive, result-oriented, with proven track record of managing high net worth portfolios
* Demonstrated prowess in conducting selling & negotiation skills trainings
* Proficient in building and leading teams; Assertive Communicator with excellent relationship building and interpersonal skills

***CORE COMPETENCIES***

**✦ Corporate Training ✦ Image Consulting ✦ Business Communication**

**✦ Selling Skills ✦ Banking ✦ Negotiation Skills**

***PROFESSIONAL EXPERIENCE***

June 2016 till date **Freelance Corporate Trainer**

* Strategically liaised with NBFC & DSA for behavioral training consultation & delivery
* Delivered more than 50 training to over 800 corporate professionals
* Consistently ensured more than 80% Training Effectiveness Score in all the training programs
* Effectively designed and implemented experiential training methodologies
* Successfully trained tele callers on sales pitch & closing
* Trained banking professionals on effective communication & building effective relationships with stakeholders
* Successfully trained NBFC & DSA professionals on Selling & Negotiations Skills
* Conducted Open Workshops on Corporate Dressing & Business Communication
* Consulted over 100 professionals on Image Makeover & Etiquette

***\*Can add specific training programs here***

June’11 – June ’16 **Standard Chartered Bank *Portfolio Manager***

* Effectively built & managed 400 clients across Mumbai with a portfolio of 10 Cr/ person
* Successfully converted inactive merchant accounts into active to boost sales volume
* Implemented competent business strategies and increased sales volume by 10%
* Successfully trained new sales professionals on sales, cross selling of loans, cards and investment products
* Efficiently managed & deployed sales team to capitalize on the opportunities & maximize revenues
* Fostered a strong & compliant sales culture through continual mentoring & training
* Effectively liaised with advisors & drove relationship oriented approach amongst the team members

Sep ’07 -June ’11 **Fullerton India Credit Company Ltd. *Channel Manager***

* Successfully devised & implemented client acquisition strategies for financial products
* Spearheaded induction training programs to enhance product awareness & drive business volume
* Increased productivity & team efficiency at the branch level through strategic implementation of training programs
* Effectively trained DSAs on products, code of conduct & negotiation skills
* Efficiently managed channel partners; liaised with property dealers & builders to drive business volume
* Assessed & coached direct repartees to improve their performances
* Ensured high customer satisfaction quotient by setting customer service standards & customer relations

Augl ’05 – Sep ’08 **IDBI Bank Ltd. *Relationship Manager***

* Successfully built & handled HNI customers for Home Loan products
* Built excellent customer relations & become a consistent goal achiever

Sep ‘01 – Aug ’05 **ICICI Bank Ltd. *Asset Desk Counselor***

* Efficiently managed a team of 25 tele callers & 2 team leaders
* Consistently achieved 100% targets for HL, PL, Credit Cards & Car Loans
* Trained, appraised & promoted tele callers to ADC position in various branches

***EDUCATION & CERTIFICATIONS***

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| 2003 **Master’s in international Trade *Symbiosis, Pune***  **2010 Certification in Image Consulting  *IMPA Mumbai***  **2018 Certification in Facilitation  *NSIM, Mumbai (National Skill India mission)***  **2020 Effective Listening LinkedIn**  **2020 Soft Skills for Sales Professionals LinkedIn**  **2020 How to Design and Deliver Training Programs LinkedIn**  **2020. Effective Communications and Sales Techniques. Alison Academy**  **2020. Transformational Leadership Alison Academy**  **2021 Effective Communication Skills for the Managers Alison Academy**  **2021 Instructional Design Foundation and Application Coursera** |