

Manjula Ananthanarayanan

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Career Objective

Training Manager around 6 years of experience in Retail Industry. Possesses impeccable written and verbal communication skills and excellent interpersonal skills.

Core Competencies

- ♦ Testing & Reporting
- ♦ Training & Development
- ♦ Customer Service
- ♦ Retail Sales
- ♦ Performance Management

Professional Experience

Bahrain Financing Company., Manama, Bahrain

Training Manager, Apr 2016-April 2020

Training and Performance Management:

- ♦ Ensure to train and develop skills and expertise, to enhance performance to meet changing and challenging job demand.
- ♦ Ensure that all management courses are conducted and delivered to trainees in accordance to pre-determined learning objectives and standards
- ♦ Ensure that front liners gain the experience of professional salesman by sales techniques, customer delight, up and cross sales
- ♦ Prepare and compile all the hand-outs / materials of courses prior the training session, and ensure all teaching aids and materials are available and set for delivery
- ♦ Review and evaluate training and apprenticeship programs for compliance with government standards.
- ♦ Train new staff on applications systems and related processes and procedures.
- ♦ Creating new training in line with the requirements and for the improvement of process, Technical and soft skills
- ♦ Developing and assigning courses in Online system – *Learning Management System*
- ♦ Supporting in developing KPI's for employees, in the Online system
- ♦ Analyzing and assisting the employees in *Performance Improvement Plan (PIP)*
- ♦ Consolidating the Performance Appraisals for the year and generating reports
- ♦ Creating MIS reports for training on monthly basis

Testing & Operations:

- ♦ Ensure that retail staff met the standard level of knowledge through the test implementation, coaching, improve quality and reduce error.
- ♦ Ensure that all retail requirements in process automation and implementation of the approved business rules are met through continuous system test and contribution in User Acceptance Test "UAT".
- ♦ Designing test cases and scenarios, expected results. Documenting and reporting on the same - Reporting on *Microsoft teams, Azure Dev Ops*
- ♦ Preparation of requirements in software and the UAT platform to execute the test
- ♦ Executing the test cases based on the go live requirements and deadlines, creating a trail run and evaluating the results before complete execution
- ♦ Raising issues based on test conducted in UAT environment, raising the change required if failed, retest to confirm and closing the defect on the successful result of test Monitored in Azure Dev Ops software/Microsoft Teams
- ♦ Check and ensure working of the previous changes and fixes incorporated to software didn't roll back with new fixes or new version release
- ♦ Testing the new software and reporting bugs, checking and confirming once bugs fixed
- ♦ Creating the working manual for product and services For the branch network
- ♦ Support for branches to perform the daily task in the software

Bahrain Financing Company., Manama, Bahrain

Assistant Branch Manager, Nov 2013-April 2016

- Monitor the service standards of branch staff to ensure provision of premium customer services
- Enforce established internal operation / procedures to mitigate operational risks and ensure strict sales compliance
- Coach and motivate branch staff to build a professional and capable work force
- Increasing brand awareness for the company within the community
- Interacting with customers on a regular basis to ensure satisfaction and gain useful feedback
- Resolving customer problems as needed
- Complying with all applicable laws and regulations for the industry within state
- Attend periodic branch manager's meetings
- Increase the overall productivity of the branch by implementing relevant employee training
- Ensure compliance with company and industry policies and procedures
- Assessing market conditions and identifying opportunities

Education

NATIONAL INSTITUTE OF TECHNOLOGY , Trichy , India

Master of Science in Chemistry, June 2013

- GPA: 7.7/10

S V N S S College WADAKKANCHERY INDIA

Bachelor of Science in Chemistry, May 2011

GPA 7.6/10

Additional Skills

- Proficient in Microsoft Office, Microsoft Visio and Microsoft Azure Dev Ops
- Experience in delivering training sessions & workshops
- Teaching and facilitation skills
- Ability to determine training objectives
- Organizing and coordinating skills
- Strong understanding of a specific customer segment
- Ability to negotiate in challenging, pressure based situations both internally and externally
- Strong presentation and Communication skills.
- Innovative and creative developing
- Problem solver & forward thinker planning workload effectively
- Resilient and decisive
- Strong coaching and development skills

Awards and Honors

- Value Champion of the year 2014
- Certification in "Train the Trainer" from BIBF
- Participated in Workshop for Changing Customer Service Culture

Linguistic Proficiency

- English, Malayalam, Tamil and Hindi

**Personal
Information**

- Date of Birth - 11th June 1991
- Sex - Female
- Marital Status - Single
- Nationality: - Indian
- Driving License - Bahrain Driving License

Declaration

I hereby declare that the details furnished above are true to the best of my knowledge and belief