



NITISH KAUSHAL

PROCESS TRAINER

CONTACT

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Kharar

EDUCATION

2011-2014

SIKKIM MANIPAL UNIVERSITY

- Bachelors of Arts

SKILLS

- Sales and Technical Training
- Instructional Design and content development
- Learning and development strategies
- Coaching and employee development
- Data Analysis

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Punjabi (Basics)

PROFILE

Results-driven Training Professional with 5 years of experience in Training and more than 13 years of overall experience specializing in sales and technical training. Adept at designing and delivering engaging training programs, improving team performance, and enhancing customer satisfaction. Strong ability to analyze training needs and implement strategies that drive measurable business results.

WORK EXPERIENCE

Teleperformance

APR 2019 - PRESENT

Process Trainer

- Conducted sales and technical training for new hires and existing employees, improving their proficiency and performance.
- Designed and implemented customized training programs to enhance product knowledge and service skills.
- Collaborated with management to identify training gaps and propose solutions to boost efficiency
- Maintained training documentation and reported key insights to leadership.
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CyFuture

Aug 2012 - Mar 2016

Sr. Analyst Business development

- Work closely with internal cross-functional teams and the management for value propositions for closing deals.
- Scouting for market information within the boundaries of the assigned territory.
- Responsible for exploring and developing new business.
- Expanding the business operations of Cyber Futuristics and Inside sales of Cyber Futuristics' enterprise solutions.