

# Siddharth Sinha

Teacher, Trainer and Coach

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## Profile Summary

I've worked as a **Learning and Development Professional for close to 10 years** now in a number of varied roles and diverse range of settings. The breadth of my experience has inculcated in me a **broad inventory of skills**, which I enjoy passing on to my students whenever I can, over and above to the other subjects and topics I teach them. I've been consistently ranked by colleagues and students everywhere as an **outstanding teacher, trainer and facilitator**.

### Professional Skills

- Outstanding facilitation skills and classroom technique
- Proven ability to teach new concepts in an effective and interesting manner
- Excellent professional writing, research and documentation
- Highly proficient at creatively crafting high-quality training modules

### Personal Skills

- Self-driven and self-motivated, with proven ability to work independently with minimal supervision
- Exceedingly methodical and organized
- Positive and energetic attitude

### Training and Certifications

- **Instructional Design for Classroom Training**  
from Udemy Jun '20
- **Applying EI at Work**  
from Emergence Jun '20

### Career Snapshot

<b>Freelance</b> <i>Online Tutor</i>	Jan '23 – Present (6 months)
<b>St Mira's High School</b> <i>English Teacher</i>	Oct '22 – Jan '23 (2 months)
<b>Startek/Flipkart</b> <i>Trainer – Customer Service</i>	Jun '21 – Apr '22 (11 months)
<b>Teleperformance/Uber</b> <i>People Coach</i>	Jan '20 – Mar '21 (1 year 2 mths)
<b>Institute of Hotel Management</b> <i>Lecturer – Management</i>	Jan '18 – Jan '20 (2 years)
<b>St Joseph's College</b> <i>Lecturer – French</i>	Jan '16 – Jan '18 (2 years)
<b>CTC Training Resources</b> <i>Trainer</i>	Mar '14 – Dec '15 (1 yr 9 mths)
<b>MBA</b>	Mar '13 – Mar '14 (1 year)
<b>VSO/Swechha</b> <i>National Volunteer</i>	Sep '12 – Mar '13 (6 months)

### Education

2014	<b>School of Inspired Leadership, Gurugram</b> MBA (Marketing Leadership Program)
2013	<b>Christ University, Bengaluru</b> BBA (Marketing)
2009	<b>Shri Ram School – Aravali, Gurugram</b> ISC 12 <sup>th</sup> (Science with Computers)

### Hobbies

- **Reading** – Am an avid reader, with a number of varied interests like Science, History and Anthropology.
- **Google Maps Local Guide (Level 8)** – Am an enthusiastic mapper in my free time.

## L&D Expertise

### Academic Subjects:

English – Language and Literature, Business Studies, Economics, Entrepreneurship, Business Law, French

### Syllabi:

IB, IGCSE, ICSE

### Corporate Training:

Training Needs Identification, Throughput, Attrition, Emotional Intelligence, Leadership Skills, Diversity and Inclusion, Sexual Harassment, Coaching and Feedback, Motivation and Influence, Performance Management

### Other Topics:

Resume Writing, Interview Preparation, Communication Skills, Public Speaking, Time Management, Business Communication, Email Writing, Business Etiquette

## Career Details

<b>Freelance, Bengaluru</b> <i>English Tutor</i>	Jan '23 – Present (6 months)
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Currently, I work with a number of students as an online private tutor. I help various working professionals improve their spoken and written English, and I also work with school students of different ages upon their

school syllabi. I can teach pretty much any board, both Indian and international, and in the past, I've taught IB, IGCSE, CBSE, ICSE and Karnataka State Board. My favorite is IB.

**Teaching Topics:**

English Literature and Language are my key specializations, although I also teach IGCSE History to one Class-7 student.

**Startek, Bengaluru (Client – Flipkart)** Jun '21 – Apr '22  
*Specialist-Training* (11 months)

My second experience of a voice process, my KRAs here, besides training new hires, included carrying out regular quality audits of calls, keeping all members of the process briefed on any and all updates, assisting the training team to manage the process-related learning needs of existing Customer Care Execs by creating and rolling out regular process knowledge check quizzes, and carrying out TNIs and refresher trainings for the BQ agents as and when necessary.

**Notable accomplishments:**

- I only trained 1 batch during my time here, but that batch had the highest performance scores of any batch trained at the company when they moved into operations after training.
- For the first time in my career, I gained in-depth experience of the technical aspects of process training such as Throughput, Attrition, TNIs, etc.

**Training Topics:**

Customer Care Process, Contact Management Software, Soft Skills, Communication Skills

**Teleperformance, Gurugram (Client – Uber)** Jan '20 – Mar '21  
*People Coach* (1 year 2 months)

One of the most engaging roles I've ever had, because it wasn't exactly a training role in the conventional sense. My key responsibilities here, amongst many others, involved sensitizing supervisors to the personal and professional needs of their team members by coaching them in emotional intelligence.

**Notable accomplishments:**

- During my time here, I acquired my very first set of training certifications.
- Had my first on-the-job experience of instructional design and content creation when I helped the HOD create and design an E-Learning module on the topic "Mentoring" for Manager grade and above employees.
- Also learnt the new skill of coaching, in which I was extensively trained as part of this organization.

**Coaching Details:**

**Coachees:** Supervisors/Team leads with 1-5 years of work experience.

**Coaching Topics:**

Emotional Intelligence, Leadership Skills, Diversity and Inclusion, Applied Psychology, Coaching and Feedback, Motivation and Influence, Performance Management, Goal Setting, Active Listening

**Institute of Hotel Management, Chennai** Jan '18 – Jan '20  
*Management Faculty* (2 years)

As a full-time contract lecturer for the Management disciplines, I taught students across all three academic years. Additionally, in my role as warden of the Boys' Hostel, I frequently provided counsel to the students under my charge on a variety of matters pertaining to both their personal and academic life. Compelled to leave the job abruptly due to a personal exigency.

**Notable accomplishments:**

- Received a **score of 8.9 out of 10 from students in the feedback and evaluation session** I conducted off of my own initiative at the end of the last semester.
- Represented college along with students in a number of national events.

**Subjects Taught:**

Business Law, Economics, Human Resource Development, Entrepreneurship, Communication Skills and French.

**St Joseph's College for Women, Visakhapatnam** Jan '16 – Jan '18  
*Contract Lecturer* (2 years)

Started out as part-time and then was absorbed as a French teacher. I also later began teaching two management subjects as well as coaching the students of the college on communication skills.

**Notable accomplishments:**

- Attended a workshop on teaching effectiveness.
- Received an **evaluation score of 8.5 out of 10** during the yearly review conducted by the college just before I left.

**Subjects Taught:**

French, Business Environment, Entrepreneurship