



Richa Prabhakar

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JOB OBJECTIVE

Result-oriented & visionary professional with a proven record of achievement in conceiving & implementing effective ideas / strategies across **Skill Development/ Training Management /Business Management / Operation Management/ Quality Management** that drive growth & profitability through inspiring leadership, entrepreneurial approach and innovation excellence.

AREAS OF EXPERTISE	PROFILE SUMMARY
<ul style="list-style-type: none"> • Certified Soft Skill Trainer from REAGONAL INSTITUTE OF ENGLISH CHANDIGARH • E-SOP Certified DDUGKY at • Operational (Professional level) • Finance(Professional level) • Comprehensive (Professional level) • Operational (Master Trainer Level) • Comprehensive (Master Trainer Level) • Quality Specialist • Project Specialist • Training Management- [Regional Level-Retail, Partner & Corporate] • Development • Learning & Academic Operations Management- [Zone Level Own & Partners/Channels] • Training Need Analysis • Resource Allocation • Operational Excellence • Strategic Planning • Lead management • Infrastructure Setting up Management • Centre Management • Resource Management • Knowledge Management • Client Management • Channel / Vendor Management • New Product Mobilization • Process Improvement • Team Building & Leadership • Team Management • Vendor Management 	<ul style="list-style-type: none"> ▪ Dynamic career of 9 years that reflects pioneering rich experience and success in Skill Development, Operation Management Training Management, Quality Management, Business Management across Skill development, IT Training & Service domains. ▪ Specialist in implementing DDUGKY, DAY-NULMP, CSR & NGO projects as Centre Head, Training Manager & Quality Team Member. ▪ Self-motivated, Passionate, Result-Oriented Regional level professional with 9 years of experience in Education-Training-Skill-Employability domain with specialization on- Skill Development, Education & Training Management, Training Need Analysis, Revenue Expansion, Budgeting & Forecasting, Quality Management, Strategic Alliances. ▪ THREE Years of Experience(Part Time) in bilingual translation for Punjabi and English. Proof reading, Translation, Editing done for various projects under Skill Development. ▪ Insightful knowledge on Skill Development, Training Management & Quality management & Operation Management. ▪ 4 years of experience working with N.G.O(CENTRE FOR SOCIALCHANGE &EQUITY PATIALA) ▪ 3 Yeas Regional level work experience as Soft Skill & IT Trainer, Centre Manager or Quality Team Member. For C.S.R Project in Indiacan EDU PVT LTD. ▪ 2 years of experience working with EDUBRIDGE INDIA LEARNING PVT LTD as a Centre Head. ▪ Led a Team of 20+ professionals. ▪ Highly creative professional with proven skills in designing & conducting customized training programs geared towards optimizing knowledge and operational efficiencies of the organization ▪ Directed cross-functional & cultural teams using interactive & motivational leadership; acknowledged for guiding, leading & mentoring 20+ team members to achieve resource wise productivity & optimization. ▪ A forward thinking person with strong communication, Presentation, Inter-personal ,analytical & organizational skills; well organized with a track record that demonstrates self-motivation & creativity to achieve corporate & personal goals ▪ Extensive Travelling. ▪ Entrepreneurial mind-set professional with consistent success in starting, building, growing and improving the profitability, performance and value of organizations so that the companies can be positioned for next level of growth or potential sales / business

ORGANISATIONAL EXPERIENCE SUMMARY

Period	Designation	Employer	Location
May'11- Jun'15	VOLUNTEER	NGO CENTRE FOR SOCIAL CHANGE & EQUITY PATIALA	Patiala, Punjab
Aug'15-Sep'18	Soft skill & IT trainer, Centre Head & Quality Team Member. (DDU-GKY & CSR Project)	INDIACAN EDU PVT LTD	Sangrur & Barnala, Punjab
Oct'18 – Dec'19	Branch Head (CSR Project)	EDUBRIDGEINDIA LEARNING PVT LTD	Zirakpur
Sep'20-Feb'21	CENTRE HEAD (Paid Courses)	QUESS CORP PVT LTD	Barnala, Punjab

ORGANISATIONAL EXPERIENCE

Training Delivery Life Cycle Management

- Mentoring Student Mobilization-target audience-screening & filtration
- Meeting the Batch launch and completion matrix (OJT/Industry Visit/Guest Lecture)
- Content and curriculum management
- Monitoring Student Deliverables (Courseware/Uniforms/Tablets)
- Ensuring compliance of SRLM products and program norms(DDUGKY/NULM/BOCW)

People & Process Management

- Screening, appointment, induction and handholding
- Workshops
- Monthly Review
- Self-Learning Modules

Custody and Maintenance of Portals with respect to Centers, Staff and Student Database Management Systems prescribed by SRLM

- MRIGS/MPR
- NULM (ESTP) / Shared drives
- Student Evaluation Certification & Placement details

Monitoring Quality of Operational Standards & Norms

- CCTV
- Bio-metric systems
- Health & Hygiene
- Due Diligence

Assessments & Certification

Plus Student Placement and Post Placement Tracking

- SSC interface
- Assessment Agencies intervention
- Employer Interface-spot interview
- Student Counseling
- Motivational Lectures
- Track and Trace (Pay slips/Bank Statements/Offer Letters)

Initiatives:

- Collection drive including invoicing
- Budgeting
- Vendor Management
- Staff Grievance Redressals
- Crisis Management
- Quality
- Finance & Audit

EDUCATION

STANDARS	MARKS	BOARD/UNIVERSITY
MCA (2012-15)	72%	ASRA GROUP OG INST, PUNJABI UNIVERSITY PATIALA
B.ED (2011-12)	71%	Govt State Collage Patiala, PUNJABI UNIVERSITY PATIALA
BCA (2008-11)	70%	Bhai Gursdas MGT & TECH BHWANIGARH, PUNJAB TECHNICAL UNIVERSITY

IT SKILLS

Programming Languages:	C, C++, C#, Core Java, .NET and Python
Web Technology:	ASP.NET
Framework:	.NET Framework
Testing Tool:	V-Tune
Databases:	SQL 12/14 and MySQL
Scripting Languages:	AJAX, XML and UNIX Shell Scripting
Concepts:	Data Structure, OOPS, OOAD, SDLC, STQA and UML

PERSONAL DETAILS

Date of Birth:	14 th October 1989
Languages Known:	Hindi, Punjabi & English
Nationality:	Indian
Marital Status:	Married