REPORT ON: Workshop for "Placement Training Programs" on 13th October 2018.

RESOURCE PERSON:

Mr. PRABHAKAR KRISHNA

Glisten Pvt Ltd
Bangalore.

Objective:-

- **A bright, talented, smart working and ambitious to possess self-discipline and the ability to work with the minimum of supervision.**
- **Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives.**
- **Possessing a good team spirit, deadline orientated and having the ability to organize and present complex solutions clearly and accurately.**
- **To become an exceptional Performer by training, motivating & empowering.**

Professional Summary:-

- **Working as Digital Marketing Head & Soft Skills Head with GLISTEN Project Solutions Pvt. Ltd.**
- **Certified as a Soft Skill Trainer in "Train the Trainer" Program.**

- Worked as a Corporate Trainer with IIHT and trained Bank Managers, IT Employees from different companies.
- Having an experience of conducting mass training as in training a batch of more than 50 people.
- Handled a team of 45 employees without a Manager directly reported to the Operations for 1 Year.
- Evaluated performance of the team, including appraisals, conduct & capability management.
- Trained the New Joinees in absence of Trainers for Technical & Soft Skill.
- Helping Clients to improve on their business aspects.
- Was handpicked into a challenging role called Super ASG who will basically handle all the Main Consumer Products like Printers, Desktops, Notebooks, Networking (Wired & Wireless).
- Assisting the L1's & L2's across the globe to resolve difficult issues.
- Validating the Hardware issue and arranging repair accordingly.
- Took Initiatives of generating day to day productivity reports and publishing it to the team.
- Monitored the Queue to manage the SLA in absence of the Tech Leads.
- Responded to escalated internal and external customer account inquiries and issues.
- Speaking to the high End-clients and researching on the Complicated Issues.
- Working on Google products for Digital Marketing.
- Helped advertisers to place the codes on the websites to gauge their ad performance.
- Educated advertisers about the specific code types to givethem a better understanding.

Trainings Undertaken:-

☐ Soft Skills Train the Trainer with I-Zee Manpower Consultants.

☐ Adobe Photoshop, Flash, C, C++, Java, HTML with Bostons, Bangalore.

☐ A+ with IIHT, Bangalore.

☐ N+ with IIHT, Bangalore.

☐ MCSA with IIHT, Bangalore.

☐ Trained on Career Enhancement, Resume Building & Interview Skills by Ambasuthan.

☐ Trained on Personality Development by Athiya Organizational Competencies (P) Ltd.

Professional Experience:-

Worked with most of the major companies like HP, SITEL, DELL, Yahoo, Google, IIHT in different sectors &

different positions with an overall experience of 9+ years as a Trainer, Team Leader, Asst. Operations Head, Tech

support, Customer Support, SME – Subject Matter Expert & presently working as Digital Marketing Head.

Roles & Responsibilities:

☐ Helping the advertisers to implement the right codes requested by the Google Reps

☐ Working on Google Adwords, Google Analytics, Google Tag Manager, Google Merchant Center & Gsuite.

☐ Following up on the 3 Day Rule (Attempting Contact) & 5 Day Rule (InProgress)

☐ Managing the SLA.

☐ Giving on time updates to the Googlers with regards to the leads

☐ Supporting L1 & L2 agents across the Globe.

☐ Approving for the Hardware Dispatch.

☐ Speaking to the End-Users and researching on the Complicated Issues.

Helping the agents for Technical Issues.

 Diagnosis of desktop, application, networking and infrastructure issues.

 Experience of supporting a wide and varied client base.

 Troubleshooting PC's & laptops.

 Managed and supervised a group of 45 employees.

 Directed staff selection and recruitment.

 Evaluated performance of the team, including appraisals, conduct & capability management.

 Managed operational efficiency by driving up key SLA's and feedback scores.

 Reported process performance metrics to business partners.

 Analyzed and presented metrics maintained on assigned process and recommended improvements.

 Conducting trainings to the Individuals

 Conducting on time learning checks.

 Prepared the training content & training Modules for better understanding to the students.

 Designing Question Papers for the Internal Tests.

Achievements:

 Taken Initiatives & Generated reports on daily, monthly & quarterly basis to help the Tag Team & Shopping

Team to get to know their AC/IP, Rework Stats& Performance.

 Worked closely with Partner companies as a POC. Addressing any concerns or queries.

Further discussed in depth about any updates & concerns over a bi-weekly call with the respective teams.

 Generated the Teams Bi-Weekly Report of the Leads received and conversion rate to have strong

understanding of the performance of teams & individuals.

 Took Initiative & Completed all the 8 Certifications first person in the Team.

o AdWords Fundamentals

o Search Advertising

o Mobile Advertising

o Video Advertising

o Display Advertising

o Shopping Advertising

o Google Analytics

o Mobile Sites

 Have been a continuous performer for monthly, weekly, daily RevGen winner.

 Have been awarded for best performance for three quarters.

 Took Initiatives for sending day to day productivity reports for the team and got recognized for that

 Maintaining the Avaya Queue in absence of the TL and maintaining the SL.

 Maintained for Zero Instances of Max Queue.

 Sending Up to date MOM for the team.

 Helping the Team as Acting TL on any issues in absence of the TL

☐ **Training the team up-to-date on the New Alerts & Process Updates.**

☐ **Selected as a Super ASG – who handles all the products (Notebooks, Desktops, Printers)**

☐ **Awarded as the Best TL on the floor a quarter.**

☐ **Awarded as the Best Mentor on the floor thrice.**

☐ **Got Promoted within 8 Months as a Corporate Trainer**

Co-Curricular Activities:-

☐ **Wildlife, Candid & Macro Photography.**

☐ **Was into Dirt Track/Stock Bike Racing.**

☐ **Billiards player**

REPORT:

PLACEMENT TRAINING PROGRAMS

13th October 2018
Yelahanka, Bengaluru

The fear of attending a job interview has become a common sight for any candidate applying for a job. The word "Interview" has now become synonymous with "Fear" and "Nervousness". To help the students minimize their fear of these interviews the PG Department of Commerce and Management, SFGC conducted a workshop on Resume Writing and Interview Preparation on 13th October 2018. Mr. Prabhakar, CMO and Certified Trainer for Communication and Soft Skills, Glisten Project Solutions Pvt Ltd, piloted this workshop.

Mr. Prabhakar started the day with providing us tips as to how to prepare a Curriculum Vita and the contents that should be provided on the CV. The students were then asked to prepare a mock CV, which would then be evaluated, by Mr. Prabhakar and his team of experts.

Following this, the students were also provided some dos and don'ts that should be followed while attending an interview. After this, the students were

divided into groups and they were given topics for which they had to perform a demo group discussion, which would help the students get an understanding as to how to go about in a group discussion.

He last session of the day involved a mock interview of each student and each student was given pointers as to how to answer some common interview questions that are generally asked and they were asked to make any changes if required in their CV.

This was a great session for the students as it surely helped the students get an understanding about how the actual interview would be and how they can face it without having the fear of an interview on the back of their head.

Mr Prabhakar Krishna is interacting with the students
About "Placement Training Program" on 13th October 2018.

STUDENT PARTICIPATION:

The students of final Year M.com & M.com (FA) are attending the workshop on "Placement training program".
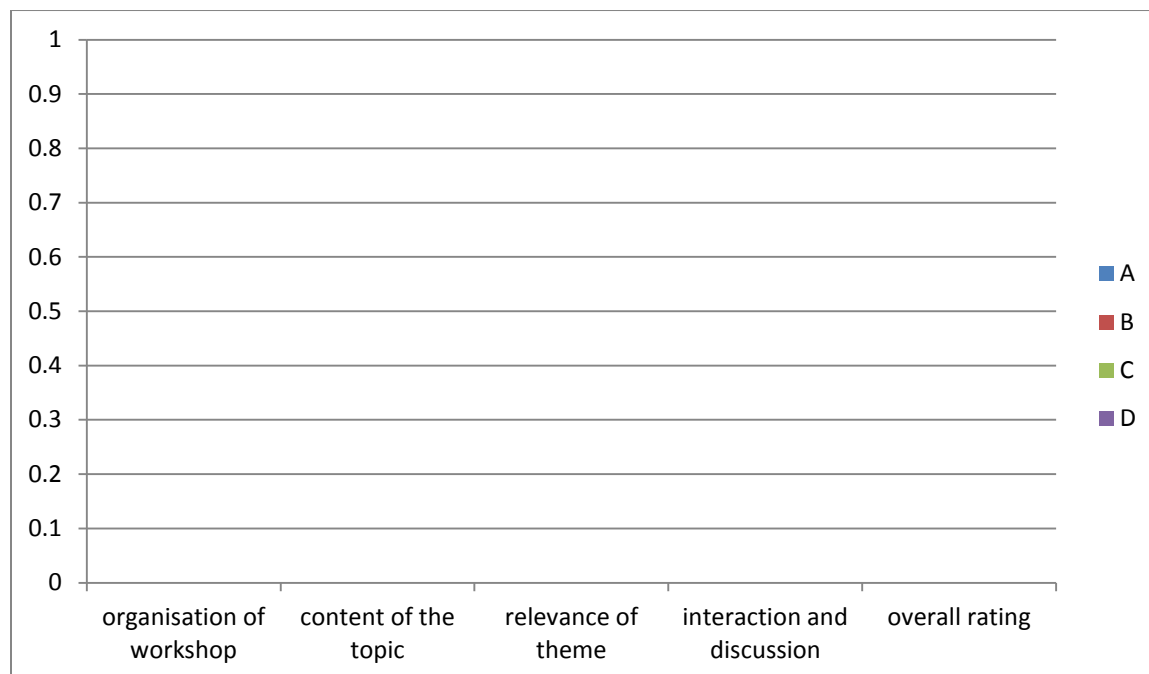
Feedback analysis:

After the workshop on for "Placement Training Programs" on 13th October 2018. A preparation of Surveyed all attendees to follow up on workshop outcomes, gauge the utility and success of the event, and determine whether such workshops would be useful in the future and, if so, whether they could be improved. The survey was completed by 120 attendees, a response rate of about 75 per cent. The survey's findings on outcomes, satisfaction, overall workshop feedback, and recommendations for improvement are summarized. The factors taken into consideration are an organization of the workshop, the content on the topic, the relevance of the theme, interaction and discussion and overall rating.

Table showing data collected at the workshop.

Sl no	Particular	A Excellent	B Good	C Satisfactory	D Unsatisfactory	Total
1	Organization of the workshop					
2	The content of the topic					
3	Relevance of theme					
4	Interaction and discussion					

5	Overall rating					
	Total					

Sources: primary data

1	
0.9	
0.8	
0.7	
0.6	■ A
0.5	■ B
0.4	■ C
0.3	■ D
0.2	
0.1	
0	

organisation of workshop · content of the topic · relevance of theme · interaction and discussion · overall rating

Conclusion

The workshop on the Placement training program was successfully conducted on 13th October 2018 in SFGC, Yelahanka Bangalore. The outcome of the student is positive. Even the co-coordinators are also satisfied with the outcome. The student is expected this workshop to be conducted at regular intervals.