

# PROFILE

## PERSONAL DATA

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NAME: **AJAY BAPI GOMES**

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Date of birth 24<sup>th</sup> October 1962

Gender Male

Nationality Indian

Location Malviyanagar

ZIP Code & City New Delhi - 110017

Country India



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## PERSONAL OBJECTIVE / VISION

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Help individuals and organizations accomplish their objectives and goals by bringing inspiration, empowerment and making them resourceful - have helped 50,000+ individuals from small to large corporations over the past 15+ years in various sectors (mentioned below)

## EDUCATION

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- BA (Hons) in Political Science , St. Xavier's College, Calcutta University
- Diploma in Training & Development: ISTD (Indian Society for Training & Development, New Delhi )

## PROFESSIONAL EXPERIENCE

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- **Independent Training Consultant and Coach** (from 2010... till Date )
- **Senior Training Consultant (Sub-Franchisee)** with Door Training and Consulting (2006 to 2010)
- **Independent Training Consultant and Coach** (2003 – 2006)
- **Independent Distributor:** Frontier Trading, New Delhi (2001 – 2003)
- **Maître d'hôtel:** Hotel Radisson, New Delhi (1998 – 2001)
- **Restaurant Manager:** Chappan Bhog group of restaurants, Dubai, U.A.E (1994 – 1996)
- **Senior Steward:** -Hotel Maurya Sheraton, New Delhi (1989 – 1994)
- **Steward:** Hotel Le Meridien, New Delhi (January 1988 to December 1988)
- **Steward:** Hotel Hindustan International, Kolkata (December 1985 to January 1988)

## **SALES/TRAINING/COACHING EXPERIENCE**

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- Class room training in Leadership Development Programs, Sales & Marketing, Performance and Productivity Programs and Student Development Programs and Out-door Programs (Team building, Employee Engagement etc.) – from 2003 till date
- Coaching sessions to individuals (from senior positions to front liners) – from 2003 till date
- Door to door selling, Net work marketing, retail selling, insurance selling (1996 – 1997 and from 2001 till date)

## **CERTIFICATIONS**

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- **Leadership Skills:** –Situational Leadership, Change Management from Door Training & Consulting India
- **Sales & Marketing:** - Consultative Selling Skills from Door Training & Consulting India
- **Retail Sales Training:** - Nokia Training Academy, New Delhi, India
- **The Curriculum for Living Series,** Introduction Leaders Programme, Event Management, Course Supervisors Programme - Landmark Education, New Delhi ( Assisted as a volunteer in coaching and training)

## **AREAS OF EXPERTISE**

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- Leadership and Organizational Development
- Design and Develop strategies for Learning and Development
- Identify, Design and Develop Programs and Conduct Behavioral, Experiential Learning and Intercultural Communication
- Building and Sustaining High Performance Teams (producing breakthrough results)
- Trained to deliver Train The Trainer Program

## **TYPES OF INDUSTRIES/ ORGANIZATIONS**

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- Automobiles / Banking & Insurance / BPO & IT
- Engineering & Manufacturing / Environment Industry
- Power & Infrastructure / FMCG & Retail-Supply Chain Management
- Hospitality / Hospitals / Pharmaceuticals
- Media & Telecommunication
- Office Automation
- Engineering & MBA students / School Teachers

## **LINGUISTIC KNOWLEDGE (1= LOW, 5 = VERY HIGH)**

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### **Linguistic Capability**

| <b>Language</b> | <b>Speaking</b> | <b>Reading</b> | <b>Writing</b> |
|-----------------|-----------------|----------------|----------------|
| English         | 5               | 5              | 5              |
| Bengali         | 5               | 5              | 5              |
| Hindi           | 5               | 2              | 1              |

## A glimpse of few of the organizations I have facilitated various training programs:

| Type of Program   | Organizations   | Categories of Participants  |
|---|---|---|
| <b>Leadership Programs</b><br>( <i>Conflict Management, Change management, Team management etc.</i> ) | HDFC Bank, Federal Bank, NHPC, Nokia, Tata Power, Tata Motors, Multiplex, NSTFDC, Lodge Cottrell India, , ISON BPO (Airtel, Uganda)   | Senior Managers, Team Leaders, Executives   |
| <b>Outbound &amp; Team building</b>   | IREDA (a GOI undertaking), Fervent, Aricent, Balacomm Media, BSAS,Future Focus, Henkel, Multiplex, Nokia, Uninor, Nile ply (Uganda) Nuvita (Uganda), Tata Power, NHPC         | Senior Managers, Managers, Team Leaders, Front Liners   |
| <b>Sales, Marketing &amp; Negotiation Training</b>  | Nokia, Idea Cellular, Airtel, Aviva Life Insurance, Inter Con. Hotel, ICICI, Infogain (IT), Nulon India, Reliance Comm, Tata Motors, Usha armour, Levis, Three Graces, Amatra | Business Owners, Distributors, Retailers, Team Leaders, Managers, Senior Managers, Front liners |
| <b>Service Excellence</b>   | TataSky, Nokia, Cummins, Apollo Pharmacy, Columbia Asia Hospital  | Managers, Team Leaders, Front Liners  |
| <b>Time Management, Stress Management,</b>  | Li & Fung India, Balacomm Media, Nokia, Multiplex,  | Distributors, Retailers, Senior Managers, Team Leaders, Executives, Counter Staff               |
| <b>Personality Development</b>  | MBA and Engineering Colleges  | Students and Individuals  |
| <b>Communication Programs (English Language, Business )</b>   | ICICI Bank, Tata Power, Eicher-Volvo, Lodge Cottrell, Apollo Pharmacy, Haryana Police (New Joinees), Nokia, Balacomm Media, Levis, Pantaloon                                  | CBSE Teachers, Managers, Team Leaders, Front Liners   |
| <b>Train The Trainer, Coaching &amp; Consulting</b>   | Landmark Education (service provided as a volunteer), and Individuals   | Individuals from all areas ( from front line to senior executive level )                        |

## OTHER ACTIVITIES, PERSONAL INTERESTS & SPECIAL COMPETENCIES

- Music (play piano, organ, guitar and violin) – helps relax, rejuvenate and creativity
- Reading books on leadership, entrepreneurship and motivation
- Cooking and making exotic cocktails
- Voluntary social service in the field of education
- Creating Breakthrough Results in Personal Growth and Development