

PROFILE

PERSONAL DATA

NAME: **AJAY BAPI GOMES**

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PERSONAL OBJECTIVE / VISION

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

- 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

- **Independent Training Consultant and Coach** (from 2010... till Date)
- **Senior Training Consultant (Sub-Franchisee)** with Door Training and Consulting India Pvt. Ltd. (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)
- **Freelance Salesman:** Direct Sales, Network marketing (1996 - 1997)
- **Restaurant Manager:** Chappan Bhog group of restaurants, Dubai, U.A.E (1994 – 1996)

SALES/TRAINING/COACHING EXPERIENCE

- 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

- **NLP Master Practitioner**
- **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

- 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

- Automobiles / Banking & Insurance / BPO & IT
- Engineering & Manufacturing / Environment Industry/ Logistics
- 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)

Linguistic Capability

Language	Speaking	Reading	Writing
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
Leadership Programs (<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
Sales & Negotiation Training	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
Outbound & Team building	IREDA (a GOI undertaking), Fervent, Aricent, Balacomm Media, BSAS,Future Focus, Henkel, Multiplex, Nokia, Uninor, Nile ply (Uganda) Nuvida (Uganda), Tata Power, NHPC	Senior Managers, Managers, Team Leaders, Front Liners
Customer Service Excellence, Delight the Customer	UBX Courier/ Classic Courier, HDFC Bank,Federal Bank, TataSky, Nokia, Cummins, Apollo Pharmacy, Columbia Asia Hospital	Managers, Team Leaders, Front Liners
Time Management, Stress Management,	Li & Fung India, Balacomm Media, Nokia, Multiplex,	Distributors, Retailers, Senior Managers, Team Leaders, Executives, Counter Staff
Personality Development	MBA and Engineering Colleges	Students and Individuals
Communication Programs (English Language, Business)	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
Train The Trainer, Coaching & Consulting	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

ADDENDUM:

TRAINING / COACHING EXPERIENCE

Some of the Organizations worked with:

- Nokia:** Contributed to their being the 'most trusted brand' (2007 – 9) in INDIA by conducting programs for Sales Promoters, Sales Representatives, Team Leaders, Dealers & Distributors in Sales, Team Management and Leadership all across East and North INDIA and conduct training audit / assessment for the same
- Intercontinental Hotels Group:** – Devised a unique program for their Architects and Designing Team from corporate office approved by top management to negotiate effectively with local franchisees and builders
- Henkel:** – Impacted in changing mind set of North India Sales Team of Team Leaders and Managers to be the stakeholders through Team Building programs
- Tata Motors** – Facilitated Sales Executives and Managers (Ludhiana, Punjab and Gurgaon, Haryana) in re-launching of Tata Ace Van through Sales and Customer Service programs
- AVIVA Life Insurance** - created a spirit of 'One Team and One Dream' for Middle level managers through Sales and Interpersonal Relationships Program
- Hewitt India** – Conducted Communication and Presentations skills program for Engineers - enabling them to maintain their world standard quality product and serve
- LegrisIndia** – Created competitive advantage for the entire sales team through Consultative Selling Skills
- Tata Sky** - Delivered programs in Sales and Customer Service all across North and East India to Engineers, Call Centre Executives, Direct Sales Executives and Team Leaders - contributed to creating a robust team for launching of Dish TV
- Idea Cellular** – trained field service staff in Sales and Customer Service
- Cummins India Pvt. Ltd.** – conducted TNI, and Learning programs for engineers in Quality Customer Service
- Airtel** – Conducted programs for 600 (approximately) retailers for launching of Easy II service through Process Training in North India

HOSPITALITY & CATERING EXPERIENCES

Consultant: Frontier Trading, New Delhi

- Administered operations of two canteens and provided quality snacks at most reasonable rates
- Networked as an independent distributor, selling high tech health products, herbal products

Matre d'hotel: Hotel Radisson, New Delhi

- Trained junior and senior staff of coffee shop and the Plaza Club in service skills, customer service, cost control, maintaining high quality service, generating extra revenue (up selling)
- Coordinated with the manager setting up service standard in NYC the 24 hr. restaurant at the start of the hotel in 1998
- Administered independently the entire department of coffee shop and generated 25% of the total F&B revenue, among 12 F&B outlets
- Developed Standard Operating Procedure (ISO 9002) for the PLAZA CLUB and contributed for the same in NYC – the coffee shop

Restaurant Manager: Chappan Bhog group of restaurants, Dubai, U.A.E

- Managed Successfully the entire operation, from the start of the venture, in the UAE
- Trained all the staff in quality customer service
- Initiated cost control and effective use of all supplies and materials/stationeries
- Received recognition for delivering quality product and service in "The Khaleej Times" U.A.E