

## Soft skills

09/12/2020

MBTI

Mr.Solomon

The Myers-Briggs Type Indicator (MBTI) instrument has helped millions of individuals throughout the world gain awareness about themselves and how they interact with others. The MBTI® instrument enables personal and organizational transformation by giving people a powerful tool to improve how they communicate, learn and work. The department wanted the students to acquire these skills and conducted MBTI test with the help of Mr.Solomon and the outcome of the test results were used to match students current skills with what is required.



## SOLOMON.S

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**Assignments in Training & Development/ Operations Management/ Customer Service with an organisation of repute**

### Experience Snapshot

Keynote speaker and a Behavioural trainer with **around 11 years** of experience in Training and development industry. Resourceful at maintaining business relationship with clients and customers to achieve quality program and service norms by resolving service related issues. Creating & sustaining a dynamic environment that motivates high performance amongst team members. Thorough knowledge and working experience in various area of Training management like collecting references, TTP's, getting leads, analysis of prospects, follow-ups, meeting top frontline management executives at all leaves convincing customers, negotiation and sales conversion. Independently capable of running a profit head centre. Thorough knowledge and working experience in various areas can inclusive of self correspondence, secretarial tasks, developing a content, preparation of meeting minutes, travel arrangements and preparation of quotations and modules.

### Key Result Areas

#### Service Enhancement / Operations

- Ensuring that the service levels relevant to client service are adhered to.
- Suggesting enhancements that will improve process efficiency at the client and the bank side.
- Ensuring that all service requests (received by phone, e-mail or via other channels) are handled and solved within the turnaround times agreed with the client.
- Monitoring and tracking the solution path of their own service requests and acts proactively towards the client if the predicted time for resolution cannot be met.
- Spearheading training, learning and development process for the employees and students
- Determining training needs and conducting programs to enhance efficiency in operations towards accomplishment of corporate objectives.
- Evaluating the effectiveness of training programs by developing pre/ post assessment programs.
- Conducting performance reviews of members and providing feedback on areas of improvements.

### Experience

**Certified Trainer from People pro International trainers and consultant pvt ltd Bangalore 2012  
(IAO-International Accreditation Organization)**

- Present Assignment Freelance Trainer – English and Soft Skills L & D – since APRIL 2013
- Companies and organisations which I have been doing training programs L&T, Hyundai, CTS, flipkart, TSAL, TCS, HCL, Seashore, Apollo Hospital -
- Working as Placements & soft skills trainer at **SRM University** and **EEC engineering college** since June 2012.
- Associated with **STRIDES consulting inc.** since Dec 2014 (Chennai)
- Professional **BEC** (Business English Certification) from Cambridge University London. since 2013
- Associated with **ETHNUS PVT LTD** since Feb 2014 (Bangalore)
- Associated with **SEVEN HILLS** since January 2014 (Chennai)
- Associated with **S GLOBAL solutions** Government projects in Tamilnadu rural development-2014 (Pune)
- Associated with **EDIFY** training & development concern. For business presentation And development since- March 2013 (Ooty).
- Worked with **CIRCLE training consultant Pvt ltd** as a "KOOL KAMP" trainer May '13 (Chennai)
- Worked as a **LIFE SKILLS** Trainer From April 2012 to April 2013 at **PEOPLE PRO INTL Trainers & Consultant Pvt Ltd.** Bangalore
- Behavioural Trainer and a keynote Motivational speaker at **TRY ministries**
- Executive at **CRISS BIZ SOLUTIONS** U.S campaign (part-time) Feb. 2008. (Egmore, Chennai)

### Academic Credentials

**BE:EEE** (Electrical and electronic engineering) With 8.2 CGPA '2010  
at **SRIRAM ENGINEERING COLLEGE** (Perumalpattu, Thiruvallur dist.)

### Achievements

- Organized and participated "Pro Expo 2008" Exhibition at college and received an appreciation letter from **Dr. A.P.J Abdul kalam** sir.
- Organized a **big rally for dengue awareness** 2012, around 1500 students have Participated at Chennai with People pro trainers & const pvt ltd.
- Road safety programs and Social awareness** street plays.



- AWBI(Animal welfare board of India) volunteer rescued hundreds of dogs and cats with
- THE POUND, BMAD, Animal welfare organization and BlueCross Chennai

### TRAINING PROCEDURES:

Creating different Training Modules according to the needs viz:

1] Training needs identifications

2] Staff quality training

Topics covered: Training needs and enhancement, introduction about company and developments, importance and need of attendance, time management, students development, placements grooming, discipline, behaviour at various levels, product knowledge, applications to customer and job skills to work effectively.

3] Team support at work place in general healthy tip to work stress free and live happily physically and mentally throughout.

4] Students and employees feedback evaluation rating.

5] Manager's evaluation rating.

6] Training final reports post training managers evaluation rating every half yearly and recall session and counselling for improvement.

### Personal Dossier

Name : S. Solomon

Father's Name : V.S. Stanley

Date of Birth : 11-06-1989

Nationality : Indian

Languages Known : Tamil, English

Hobbies/Extra curriculum

activities : Vlogger, Counsellor, Animal

Welfare board of India's volunteer,

Professional Drummer, Guitarist,

Environmental Enthusiast, Badminton player,

Recreational cricketer.

DATE:

Yours Truly

PLACE:

(SOLOMON)



ADRAS SCHOOL OF SOCIAL WORK (AUTONOMOUS) 32, Casa Major Road, Egmore, Chennai-60000

M.A HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

2019 Batch

SOFT SKILLS

Sl. No	Register No	Student Name	Signature
1	1915782021001	ANGEL S	
2	1915782021002	ARUNMOZHI N G	
3	1915782021003	ASHRUTA R	
4	1915782021004	BALAJI J	
5	1915782021005	BEULAH IRENE JOANNA	
6	1915782021006	BHAGYALAKSHMI B	
7	1915782021007	DEEPTHI SAI A	
8	1915782021008	DISHA T	
9	1915782021009	DIVYA BHARATHI S	
10	1915782021010	DORINA RUTH NITTLA	
11	1915782021011	DURGA MENON	
12	1915782021012	GAYATHRI V V	
13	1915782021013	HARISH RAGHAVAN	
14	1915782021014	ILAYABARATHI R	
15	1915782021015	JONAN TIMOTHY RITESH N	
16	1915782021016	KEERTHANA B	
17	1915782021017	KEZIAH EVANGELINE V	
18	1915782021018	NILA M	
19	1915782021019	NOWSATH ALI M	
20	1915782021020	PAVITHRA VIJAYARAGHAVAN	
21	1915782021021	PRIYANKA S	
22	1915782021022	RANJEEKA M P	
23	1915782021023	SAMYUKTHA RAO G	
24	1915782021024	SANJEY KUMAR A J	
25	1915782021025	SATHISH KUMAR S	
26	1915782021026	SEAN MARIE NUNES	
27	1915782021027	SHRIPRADHA P V	
28	1915782021028	SIBIA SARAH JACOB	
29	1915782021029	SRUTHI A S	
30	1915782021030	SURAJ M S	
31	1915782021031	THENNAVAN D	
32	1915782021032	THILAK RAJ S	
33	1915782021033	VAISAK R S	
34	1915782021034	VARSHA A	
35	1915782021035	VINITHA M	
36	1915782021036	WINSLET BELCIYA M	



37	1915782021037	CHRISHTINA R	
38	1915782021038	SANJNA SURESH	
39	1915782021039	ABINAYA AS	
40	1915782021040	GIFTCY TRINITA J	
41	1915782021041	MAGESWARI N	
42	1915782021042	PAVITHRA P HARIDASAN	
43	1915782021043	VAISHNAVI P	
44	1915782021044	WILFRED ANTONY AJAY V	



*S. Sivaranga*  
(Asst. Project Head).

*P. S. S. S.*  
(Soft Skills Co-ordinator)

Madras School of Social Work

Soft Skills

Students Feed Back Form

Name : KEERTHANA.B Department: MAHROD Batch : 2019 - 20

Feedback ( 5 – Excellent , 4 – Very good , 3- Good , 2- Fair , 1- Poor)

1. Trainers Extensive Knowledge on the Topic: 5
2. Class Control and Effectiveness in delivering the content: 4
3. Involvement and Interaction with all students: 4
4. Preparedness of Trainer and Content structure: 4
5. Extent of exposure on the topic and content structure: 3