



MONIL NITIN SHETH

LOCATION – AHMEDABAD

ABOUT

MARUTI CERTIFIED TRAINER

(2017 – 2019)

A highly skilled and result oriented professional corporate trainer with 23+ years of experience and expertise into Retail Store Operations, Automobile training, Sales & Corporate training major into Automobile, Retail, Hospitality, Lifestyles & Luxury – **PAN INDIA**

Rendered my services to the industry pioneers i.e. RELIANCE RETAIL LTD. (Gems & Jewels and Reliance Digital (CDIT) Format), JADEBLUE Lifestyles, Hypercity (I) Pvt. Ltd, ETRL - ESSAR Telecom Retail Ltd, E-CITY Entertainment - FUN REPUBLIC, FOREVER Jewels & MAGNASOUND designated from Middle to Head of the Department positions on full time role.

AUTOMOBILES & AUTO ANCILLARY:

- MARUTI (TRUE VALUE & NEXA)
- HYUNDAI (HSAP 1 & 2)
- CASTROL BIKE ZONE
- ESCORTS TRACTORS
- HERO MOTO CORP
- EXIDE BATTERIES

A versatile professional having 23+ years of profound experience in **Sales Training & Delivery, Executive Coaching, Digital Learning, Change Management, Succession Planning, Organizational Development, Employee Engagement, Customer Management, Stakeholder Management, Team Management** in an organization of high repute.

OVERVIEW

FREELANCE CORPORATE TRAINER & Consultant – APRIL'17 – Feb'23 **Retail, Automobile, Airport, Lifestyles, Customer Relationship Management, Learning & Development.**

- Imparting a broad range of generic and tailor-made training programs for various segments like Retail, Telecom, Gas & Petroleum, Pharma, Govt. Enterprises and Small Enterprises.
- Partners with organizations in achieving their mission, and critical goals through enhanced effectiveness of their people and processes.

Head – Training and Development - JADE BLUE Lifestyles (I) Ltd.

- Established and developed the Training and Development department for the organization, covering 78 Retail stores, 2 factories, 2 warehouses, and the Head Office, managing a total staff strength of 1200+ employees.
- Pioneered new learning strategies, incorporating comprehensive Classroom Training (CRT) and On-the-Job Training (OJT) sessions.
- Successfully delivered various training programs across PAN India locations, ensuring consistent skill development across diverse teams.
- Developed 20+ master pieces of content tailored to business needs and role-specific requirements, showcasing proficiency in content development skills.
- Designed, developed, and delivered role-specific CRT and OJT trainings, incorporating pre and post-assessment measures to align outcomes with business needs and industry standards.
- Collaborated with individual stakeholders to understand gaps and successfully aligned role-specific training outcomes with business requirements.
- Executed training strategies to enhance customer services, SOP adherence, and overall customer satisfaction at retail outlets, utilizing diverse learning modes such as Tele Scripts, Checklists, and store bibles.
- Fostered strong relationships among team members, creating a positive work environment that contributed to overall job satisfaction and supported high employee retention ratios through extensive one-on-one counseling.
- Implemented tactical planning in Center Audits, incorporating mystery audits and shopping strategies to surpass industry standards and ensure compliance with SOPs effectively.
- Actively participated in recruitment processes, employee engagement initiatives, and overall organizational development, contributing new ideas and suggestions for continuous improvement.
- Demonstrated strong professional ethics and workplace etiquette, serving as an example for constant self-growth and organizational development.

Dec'19 – Dec'22: **Centum Learning Ltd – A Bharti Airtel Group**
as a Project Manager & Senior Trainer

Dec'17 – Nov'19: **Hero Mindmine– A HERO Group Company**
as a Freelancer

Other training partners –

Dale Carnegie, NIIT, Kaizen Training Solutions etc. on freelance basis.

PROGRAMS CONDUCTED

- Retailing Skills
- Retail Store Management
- Stake holder Management
- Advance Selling Skills
- Communication Skills
- Objection Handling
- Behavioral & Soft Skills
- Effective Management Skills
- Time Management
- Stress Management
- Conflict Management
- Blue collar upskilling
- Fire & Safety Workshop

ESTEEMED CLIENTS

- **RETAIL – APPAREL, ELECTRONICS, JEWELLERY:**
 - ADANI AIRPORT HOLDING LIMITED
 - JADE BLUE LIFESTYLES (I) LIMITED
 - THE MOBILE STORE LIMITED
 - PARAGON FOOTWEARS
 - WEST SIDE (A TATA ENTERPRISE)
 - ARVIND BRANDS (FIBRE TO FABRIC)
 - SHRI BAL KRISHNA JEWELLERS
 - SHIPLA LIFESTYLE
 - TANISHQ
- **BANKING & FINANCE:**
 - HDFC SECURITIES
 - SHAPORJI PALOONJI
- **GAS & PETROLEUM:**
 - ESSAR PETROLEUM (FUEL STATIONS)
- **Govt. & Semi – Govt. Enterprises:**
 - WESTERN RAILWAYS, AHMEDABAD
 - BSF – BORDER SECURITY FORCE – GWALIOR
 - CCI - CENTRAL COMMISSION OF INDIA, DAMAN
- **Telecom:**
 - ESSAR TELECOM
 - AIRTEL
 - OPPO
- **White Goods:**
 - SONY
 - USHA
 - HAIR
 - HAVELLS
 - KOHLER
 -
- **Others:**
 - AMAZON
 - WELLNESS FOREVER
 - DANGEE DUMS (QSR)
 - COSMOS FILMS & PACKAGING

CONTACT

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WHERE CAN I ADD VALUE

- ✚ Adept in driving organizational change and motivating employees.
- ✚ Expert in comprehensive sales training plans for all team segments.
- ✚ Demonstrated ability in leadership development for sales professionals, enhancing performance.
- ✚ Proven track record in enhancing HR efficiency and leading training programs.
- ✚ Oversight of advisory engagements, guiding learning strategies and content.
- ✚ Proficient in handling High Profile Customer and Senior Management escalations.

CERTIFICATION DETAILS

- ❖ **ADPDT** – Advance Diploma in Professional Training & Development with A+ Grade from American TESOL, Kolkata – 2014
- ❖ **HDSM** – Honors Diploma in Retail Management with from NIS Sparta, Ahmedabad with 68% - 1998
- ❖ **IOSH 2.0 – Successfully completed 4 certifications** (FAW – First Aid at Workplace, FSW – Fire Safety at Workplace, Essentials of Fire Safety Principles, BBSM – Behavior Based Safety Management, COSHH – Control of Substances Hazardous to Health from Green World Group, Bangalore – 2024
- ❖ **Certified BAT (Basic Automobile Technology) Trainer from Honey Bee, Pune (2017 & 2024)**
- ❖ **Pursuing** – ID – Instructional Design, Content Development and Story Articulation 360 from Henry Harvin.

EDUCATIONAL QUALIFICATION

- ✚ **MBA** – Executive MBA in Retail Management with A++ Grade from ISBM&A, Pune – 2010
- ✚ **DRM** – Diploma in Retail Management with A Grade from Karma Academy, Mumbai – 2006

