

SHRISTI MAITRA

CONTACT

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LinkedIn

ABOUT ME

Learning & Development and Soft Skills Training professional with experience of having delivered 7000+ training hours and trained 3,000+ learners across corporate, BPO, aviation, and online learning environments. Experienced in designing and facilitating communication, behavioural, customer engagement, business etiquette, and professional development programmes. Skilled in training needs assessment, customised content development, interactive facilitation, learner evaluation, and stakeholder collaboration to drive capability building and effective learning outcomes.

WORK EXPERIENCE

SOFT SKILLS & IMAGE CONSULTANT | SELF-EMPLOYEED

April 2026 – Present | Kolkata / On-site

• Partner with organisations to deliver learning interventions focused on professional presence, communication, business etiquette, and customer experience.
• Facilitate workshops on grooming, body language, communication, and workplace presentation, supporting employees' interpersonal skills and confidence.
• Design and customise training programmes to align with organisational expectations and brand standards.
• Currently associated with PC Chandra Jewellers & Sons, Kolkata, training frontline staff to strengthen customer experience and professional brand representation.

COMMUNICATION TRAINER I CONCENTRIX

April 2024 – April 2026 | Kolkata / On-site

- Delivered communication and soft skills programmes for new-hire and tenured associates in international BPO operations.
- Facilitated sessions on pronunciation, tone modulation, empathy, and customer interaction to support clear, customer-focused communication.
- Coordinated with Quality Assurance and Operations teams through calibration discussions to maintain consistent communication standards.
- Tracked post-training performance metrics, prepared dashboards, and shared learner improvement feedback with stakeholders.
- Managed training schedules and attendance while monitoring delivery quality against client expectations; supported behavioural coaching and continuous learning.

ENGLISH LANGUAGE INSTRUCTOR I TNC AVIATION

October 2023 – April 2024 | Remote

- Delivered pre-hiring English language and voice-and-accent programmes for IndiGo candidates across multiple batches.
- Designed aviation-specific communication modules and coordinated assessments to evaluate trainee progress and readiness.
- Supported participant onboarding, communicated class progress to clients, and provided structured feedback and post-training reviews.

COMMUNICATION TRAINER I YZERLY

June 2023 – April 2024 | Remote

- Collaborated with recognised brands, including Tanishq and Axis Bank, to support tailored employee learning initiatives.
- Delivered hybrid training for employees in business communication, email writing, retail sales, and soft skills, aligning learning with customer needs and service expectations.
- Encouraged active trainee participation through interactive in-class learning activities, including group discussions, role plays, games, and brainstorming.

BUSINESS COMMUNICATION TRAINER I ALMABETTER

January 2023 – December 2023 | Remote

- Delivered business communication and soft skills training to aspiring IT professionals.
- Delivered the in-house English language curriculum, focusing on professional writing and speaking skills.
- Conducted remote training sessions using visual aids and digital learning resources.
- Facilitated group discussions, role plays, games, and brainstorming activities to encourage learner participation.
- Conducted training needs assessments and developed customised learning plans.
- Evaluated homework, monitored learner progress, and provided constructive feedback.
- Reviewed training effectiveness and collaborated with stakeholders to improve learning outcomes.

SPOKEN ENGLISH TRAINER | EDUJOURNAL

May 2023 – July 2023 | Remote

- Delivered structured English language and soft skills programmes for adult learners across diverse industries.
- Developed lesson plans and interactive learning modules aligned with programme frameworks.
- Reported learner progress, participation, and completion metrics.

EDUCATION & CERTIFICATION

CERTIFICATION ON IMAGE MANAGEMENT

Conselle Institute of Image Management I 2026

Specializing in executive presence, personal branding,, appearance management, grooming, behavioral excellence, first impressions, and image transformation for individuals and corporate professionals through color analysis, personal shopping, wardrobe edit and personal styling.

CERTIFICATION ON SOFT SKILLS TRAINING

City and Guilds I 2026

Developed knowledge of soft skills training methodologies to facilitate professional development in communication, interpersonal effectiveness, behavioural skills, business etiquette, body language, and workplace interactions.

CERTIFICATION ON TRAINER THE TRAINER

NABET I 2025

Developed competencies in corporate training, adult learning principles, training needs analysis, instructional design, facilitation techniques, group management and training evaluation.

CERTIFICATION ON NEUROLINGUISTIC PROGRAMMING

Magic of Change, NLP Training World I 2023

Enhanced understanding of behavior, motivation, and communication psychology for effective training delivery.

INTERNATIONAL DIPLOMA - TESOL/TEFL

Asian College of Teachers, Kolkata I 2023 - PRESENT

Focus on pronunciation, phonetics, and intercultural communication for corporate and ESL environments.

BACHELOR OF ARTS IN SOCIOLOGY (Honours)

Asutosh College, University of Calcutta | 2018–2021

CORE COMPETENCIES

- Training Delivery & Facilitation Management
- Trainer Coordination & Onboarding
- Client & Stakeholder Relationship Management Learning
- Analytics & Feedback Evaluation
- Training Needs Assessment & Capability Development
- Curriculum & Instructional Design
- Virtual Learning Platforms & LMS Administration
- Continuous Improvement & Process Optimization

LANGUAGES

- English
- Bengali
- Hindi