

Contact

Phone

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Email

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Address

JP Nagar, Bangalore

Education

B.E Computer Science & Applications

Training & Certifications

TEFL

TESOL

TESOL Canada

Communications Coach

Soft Skills Coach

Expertise

- Effective Communications
- Content Creation
- Analytical skills
- Motivational skills
- Execution excellence
- End user training
- Client Engagement
- Online/Offline classroom management
- Social Media communications
- Problem-Solving
- Cross functional teams/projects
- Managing Neurodiversity

Languages

English

Hindi

Kannada

Bengali

Assamese

Marathi

Dipanwita Sarkar

I am an enthusiastic results-driven professional and a language and communications coach with a background in software engineering and marketing communications. With a passion for communications coaching and personality cultivation, I have always excelled in communications and training with a diverse audience, in my work roles or outside of it. Skilled in clear communication, structured problem-solving, execution excellence, cross-team management and client relations. I aspire to join a progressive and inclusive institution in a senior/leadership role. I believe we can win the world with empathy, patience, diligence, motivation and leading by example.

Work Experience

Nov 2023 – July 2024

AutoImmunity Care, Bangalore

Core Team, Products, Brand & Communications

Developed and implemented brand and marketing communications. Created awareness and brand confidence through product training to health institutes and end users. Thought leadership on organizational perception, product training, brand management and collaborations. Established corporate social responsibility platform across the country. Fostered trainings and cross-team collaborations.

Relevant skills – Tailored content creation (blogs/videos/educational) for offline, online and social media, communications to diverse audience, building brand reputation, client relations.

May 2020 - Oct 2023

Nutrineuron Pediatrx & Nutri-IVF, Bangalore

Core Team, Products, Brand & Communications

Developed strategic content for value-added online and social media engagements. Delivered successful product launches with educational and informative sessions and parental coaching. Engaged with target audience with tailored training and communications. Established corporate social responsibility platform across the country. Fostered trainings and cross-team collaborations.

Relevant skills – Tailored content creation for offline, online and social media, communications to diverse audience, building brand reputation. Training sessions for diverse audience. Parent counselling. Client relations. Exposure to developmental plans for special children (Neurodevelopmental/Neuromuscular disorders).

Nov 2017 - Dec 2019

Amagi, Bangalore

Customer Relations & Communications Specialist

Collaborated cross-functionally with product development and sales teams to integrate customer feedback into product enhancements and marketing communications. Assisted in the development of multi-channel marketing campaign content for clients in various industries.

Relevant skills – Content development for targeted audience. Cross-functional team communications. Client relations.

Aug 2015 – Aug 2017

ServiceMax, Bangalore

Global CRM

Global customer relationship management across all regions US/EMEA/APAC. Trained the entire team on international ethics and etiquettes while dealing with customers.

Relevant skills – Command and clarity in understanding and communicating in English with audience across the world. Overcoming the challenges of region-specific influence in communications.

May 2005 – Jun 2015

Adobe, Bangalore

Product research-> Lead engineer-> Manager Inside Sales & Global Technical Support

Professional Growth Highlights:

Product Research Engineer - Contributed to many product researches, product launches, end user trainings, customer communications in beta forums.

Lead Engineer - Elevated to lead engineer role, demonstrating technical expertise and leadership skills in overseeing project execution and ensuring the delivery of high-quality solutions.

Manager, Technical Support & Inside Sales - Transitioned into a managerial position, where I successfully managed technical support operations and inside sales teams. Showcased adaptability, team building and leadership capabilities within the organization.

Relevant skills – Adaptability, Change management, Training & Communications.

2003-2005

Celstream Technologies, Bangalore

Sr. Software Engineering Consultant

Advising clients on best practices, understanding client requirements and ensuring delivery of high-quality software solutions were my primary responsibilities in this role.

2001 - 2003

GE APAC

Software Engineering Consultant

Analyzing client requirements, providing technical expertise throughout software life cycle, collaborating with teams, problem solving to enhance learning outcomes.

1999 - 2000

Crompton Greaves

Trainee Engineer

Content developer for Website, Intranet and Product brochure.

Relevant voluntary experience

- Coached students and professionals on self-empowerment
- Held many awareness webinars targeted to parents of toddlers and young children during Covid times
- Volunteered in many health and fitness related events
- Associated with initiative related to prevention of drug abuse with pre-teens and teenagers
- Sessions on opening up to a non-judgmental society
- Software trainings for the underprivileged

Other passions & hobbies

Culture cultivator, Tribe builder, Initiatives related to children and women. Zealous in performing arts, music, fitness, travel and cuisines.
