



## CORPORATE PROFILE



**TrainingProfs**  
We Transform Vision

*Corporate Training Solutions*



### INTRODUCTION

TrainingProfs provides high quality **Corporate Trainings in Pakistan** through a network of professional trainers aiming to provide real business value of corporate training to the participants by transforming their vision to be more effective, productive and successful.



### MISSION STATEMENT

To provide high quality **Corporate Trainings in Pakistan** through professional trainers who are constantly evolving to achieve their highest potential and are empowering others to do the same. This results not only in increased productivity but also in enhanced personal effectiveness.



### VISION

To make **TrainingProfs** a value based learning organization comprising of exceptionally skilled, motivated & committed professionals who facilitate the transformation of visions of our training participants to excellent performers.



### VALUES

Quality...pride in innovation and care

Teamwork...working collaboratively to deliver outstanding performance

People...inspiring people to reach their full potential

Respect...valuing differences

Success...living values and achieving goals



### OUR TRAINING DESIGN

Each training program is fully customized to meet your company's specific needs.



### OUR QUALITY

Our training programs have consistently been rated very highly by our clients who keep coming back for more.



### OUR TEAM

Our trainers are a team of experienced professionals with strong educational backgrounds. This dynamic combination has greatly impacted the effectiveness of our training programs.



### OUR METHODOLOGY

We use a combination of case studies, Role Plays, Games, Activities, Audio and Video Clips, along with PowerPoint presentations in order to make our process of learning at least 70% Experiential

## Training Modes

### Training Events/Seminars

- We organize different corporate training events of our most popular training modules which provides solutions to common business problems such as customer services, communication skills, call center management, telesales etc.

### In-House Trainings

- We conduct in-house sessions at customer locations of our already planned training modules which provides solutions to common business problems such as customer services, communication skills, call center management, telesales etc.

### Customized Training

- We also provide customized training solutions in which we conduct training need assessment sessions and we design specific tailor-made training module based on customers' needs

## Training Modules

### Customer Services Trainings

- Our Customer Service Training Program focuses on creating customer satisfaction through in-depth training of core customer service skills which increases customer service satisfaction.

### Call Center Management Trainings

- The Call Center managers and operation staff will understand how the business operations and the technology of the Call Center environment interrelate. This course will equip you with the skill set necessary to improve your call center's performance. Drive effective change for your contact center using best practice methods.

### Professional Sales Trainings

- Sales training plays an important role in helping sales/telesales representatives practice and hone their skills. The Sales Training programs of TrainingProfs help sharpen the selling skills of even experienced sales representatives, enabling them to take advantage of sales opportunities and aggressively expand the business.

### Financial Modeling Trainings

- Financial models are a key element in most major business decisions. A financial model is prepared whenever an organization considers project finance, bids for a project, evaluates acquisition target, carries out monthly financial planning, conducts capital structure studies, etc.

### Advance Excel Trainings

- EXCEL tool is used extensively in today's world for Problem Solving, Decision Support, Analyzing and Visualization of Data. The objective of the training is to aid participants to perform Basic as well as Advanced Functions of EXCEL like Sorting, Conditional Formatting, Pivot Tables, Charting Graphs, Look-Up Functions etc.

## Trainers' Profiles

### **Gerald David, Senior Training & Development Specialist**

**Gerald David** is a seasoned **Corporate Trainer**, Business Process Outsourcing (BPO) Consultant, and Corporate Keynote Speaker. His energy is contagious and his trainings create immediate impact which can be observed by increased productivity and motivation. Most importantly, Gerald has fun, believes in what he does and makes a lasting impact with everyone he meets.

He acquired his professional qualification and work experience in United States. He started his career as electronic support advisor at Compaq (now HP-Compaq) where he excelled his **Customer Services Skills** and he got certified by Compaq Headquarters on Compaq Consumer Products.

His career has spanned **18 plus years in managing Training, Recruitment, Customer Service, Telesales and Support operations** of local and international clients. He received trainings from master trainers in USA, Singapore and Pakistan.

He has presented 9'000 plus hours of **individual & team coaching to front line staff, technical support and senior executives**. He has presented training programs for a broad spectrum of industry sectors that includes Airline, Banking, e-Business, Pharmaceutical, telecom, IT, airline, retail Education& Local Government.

His direct and indirect clientele includes:-

Glaxo Smith Kline, Pakistan State Oil, Pakistan International Airlines, Mobilink, Allied Bank Limited, Shell Pakistan, Habib Metropolitan Bank, Telecard, Prime Bank, ReckitBenkizer, Pakistan Tobacco Company, Orix Pakistan, UBL Fund Managers

Most of his international clients are from US,UK, CA, and Australia.

He is both a speaker and master facilitator known for his fast-paced, exciting workshops. Many of Gerald's clients use him for multiple engagements, like Master of ceremony, speaker, announcer, voice over expert, cross-culture moderator, trainer and consultant.

### **Specialties**

Inbound/Outbound Call Center Trainings, Contact Center Management Trainings, Communication skills Trainings, Telesales Trainings

### **Sohaib Jamal, Financial Training Specialist**

Sohaib Jamal is one of the best trainers of Financial Modeling in Pakistan. He is a professional accountant (ACMA) and visiting faculty member in various universities in Karachi. He is an expert in developing Excel based applications, Enterprise Resource Planning (ERP) software consultant and has sound experience of Accounting Information System Designing.

He has designed his workshop on Financial Modeling and has conducted several financial training programs across Pakistan. Almost 90% of the Financial Modeling courses offered by local training institutes in last 2 years (about 10 batches) in Karachi had been conducted by him.

#### **Professional Qualification:**

- Associate of Cost & Management Accountant of Pakistan (ACMA)
- CA (Intermediate)
- CIMA-UK (Part cleared)

#### **Trainings:**

- Trained several batches at ICMAP the course **Power Programming in Excel Using VBA**.
- Trained **Oracle Application** (General Ledger) in different institute of Karachi.
- Trained **Microsoft Project** to Executive Management in National Bank of Pakistan- Staff College Karachi.
- Trained **Advance Excel** for 1-1/2 years to several batches in **National Bank of Pakistan**- Staff College Karachi.
- Has provided corporate in house training on **Advance Excel** to
  - TCS Transport (Pvt.) Ltd.
  - Abbot Laboratories Pakistan.
  - Cybernet (Pvt) Limited
  - Colgate Pakistan
  - Lakson Tobacco
  - Tetley Clover (Pvt) Limited
  - Dadex Eternit
- Has conducted training on **Financial Modeling** to several batches of local private institute.

#### **Teaching:**

- Have taught 1500 students as visiting faculty in PAFKIET since last 6 years, teaching 9 finance and technology related subjects.
- Delivered lectures on various topic at **IBA** (Karachi), **Muhammad Ali Jinnah University** and **School of Logistics Pakistan Navy**.
- Visiting faculty at **IQRA University and Karachi University**
- Visiting faculty member of **National Institute Management (NIM)** and have delivered lectures on Financial Management to Government Servants.

#### **Professional Achievements:**

- Has developed various comprehensive Financial Models that includes a project of Financial Statement projection for 40 years.
- Has worked on Policies & Procedures Manuals of Accounting, Treasury, Material Management, Cost Accounting etc.
- Part of the team who implemented an ERP, Oracle Application at 2 local companies.
- Has developed Automated Bank Reconciliation Procedures on Excel.

#### **Academics Achievements**

- Designed a course **Business Process Management** for Baharia University Computer Science Department.
- Has designed a course on **Financial Modeling** which is very popular among accountants and financial analysts and is being offered in private universities as elective Course.
- **Power Programming in Excel Using Visual Basic Application (VBA)** is another innovative course designed and delivered by Mr. Jamal.

## Contact Details

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