

<https://pulsehrm.com/job/training-manager/>

Training Manager

Responsibilities

- Excellent Domain Knowledge – Must have at least 5 years of experience.
 - Ability to work in different shifts (UK/US hours) with staggered offs as per client requirement. Exceptional communication and interpretation skills.
 - Experience in client facing role with very good English language knowledge (B2B and B2C).
 - Deep understanding of the different aspects of BPO business–SLA, Baselineing, QA, Training MIS.
 - Excellent project management skills applied to wide range and number of project types, complexities, domains, and geographies.
 - Excellent knowledge of process improvement methodologies – preferably Lean, Six Sigma – Yellow/Green Belt.
 - Good knowledge of MS Project and MS Visio (process mapping methodologies).
 - Strong analytical skill- ability to work with huge volume of data using statistical tools.
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- Experience and understanding of travel or tour operator business.
 - BB certification is preferred / not mandatory.

Qualifications

Bachelor's degree in any field. Master's degree is a plus.

Hiring organization

Pulse HRM

Employment Type

Full-time

Job Location

Goa

Working Hours

UK and US Shift

Date posted

May 29, 2025

Valid through

30.06.2025