

Shashi B. Pandey

Leadership Coach | Certified
Corporate Trainer | Hospitality &
Emotional Intelligence Specialist

CONTACT INFORMATION

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in - [Shashi B. Pandey](#)

Jharkhand, India

SKILLS

- Leadership Development
- Corporate Training & Facilitation
- Emotional Intelligence Coaching
- Team Building & Staff Mentoring
- Hospitality Operations
- Learning & Development Strategy
- Soft Skills Training
- Employee Engagement
- Organizational Behaviour
- Culture Building
- Curriculum Design & Content Development
- Performance Coaching
- Feedback Systems
- HR Training & Talent Development
- Training Needs Analysis

EDUCATION

- Master of Arts in Psychology**
Indira Gandhi National Open University (IGNOU) *Pursing*
- Master of Arts in History** 2023
Indira Gandhi National Open University (IGNOU)
- Bachelor of Commerce (B.Com)** 2005
University of Pune

CERTIFICATIONS

Certified Corporate Trainer &
Facilitator

PROFESSIONAL SUMMARY

- High-caliber Corporate Trainer and Leadership Coach with over a decade of experience driving employee development, service excellence, and team performance across diverse sectors, including hospitality, education, and human resources.
- Adept at designing and delivering impactful training programs focused on customer service, emotional intelligence, and team dynamics.
- Proven ability to mentor frontline and managerial staff to elevate guest experiences in high-touch service environments.
- Passionate about nurturing talent, optimizing operational efficiency, and fostering a culture of continuous learning in luxury hospitality settings.
- Certified corporate trainer with strong academic grounding in psychology, organizational behavior, and human capital development.

WORK EXPERIENCE

Corporate Trainer 2010 – Present

Corporate Training & Leadership Development

- Delivered over 30 customized learning sessions for career aspirants at ETHIC Learning & Training Pvt. Ltd. (Bhubaneswar), resulting in a 92% satisfaction rate.
- Served as Visiting Faculty and Career Trainer at Chanakya IAS Academy, delivering subject-specific sessions on History, Politics, and Governance for civil services aspirants.
- Conducted training modules on Emotional Intelligence and Leadership Development for PRAYAS India (Edutech), enhancing self-awareness and communication skills.
- Liaised with senior stakeholders to align learning objectives with organizational goals, ensuring a high-impact learning experience tailored to real-world challenges.
- Facilitated 25+ workshops on conflict resolution, employee engagement and performance coaching, leading to increased team productivity and reduced turnover rates.
- Conducted post-training assessments and feedback analysis to measure learning retention and behavioral shifts, driving continuous improvement.

Hospitality Operations & Service Excellence

- Operated Little Mushroom Café (Ranchi), managing customer care, staff training, and operational flow, serving 1,000+ customers monthly with high service consistency.
- Trained front-of-house teams on brand-aligned service protocols, upselling techniques, and conflict resolution, enhancing guest satisfaction and repeat business metrics.
- Implemented feedback systems and SOPs, reducing order delays and service issues by 40%, while increasing guest retention and positive online reviews.
- Overhauled vendor relationships, staffing schedules, and inventory control, maintaining cost-effective operations aligned with quality expectations in upscale dining environments.

Educational Coaching & Mentorship

- Steered as Career Coach at With You Always Foundation (Northeast India), guiding over 150 tribal students in academic development, goal-setting, and career planning.

Certified Train-the-Trainer (TTT) Professional

Certified HR Generalist

Certified Soft Skills Trainer

Certified Content Developer for Learning Programs

KEY ACHIEVEMENTS

Qualified for UPSC Interview twice (2011, 2012), demonstrating exceptional preparation and in-depth understanding of the Civil Services Examination.

UGC NET Qualified in History, showcasing academic excellence and deep knowledge in the subject area.

Experienced Educator: Taught at prestigious coaching organizations such as:

Chanakya IAS Academy (Delhi, Ranchi, Jaipur)

Catalyst IAS Academy (Ranchi)

Prepschool for Civil Services (Guwahati, Kohima, Itanagar)

ADDITIONAL INFORMATION

Language Proficiency: English and Hindi

- Delivered educational training at Rama Krishna IAS Academy (Dhanbad), preparing aspiring civil service candidates through structured sessions focused on current affairs, personality development, and exam strategy.
- Performed personality assessments and skills mapping exercises to support self-awareness and skill enhancement for students entering competitive professional environments.

Entrepreneurial Projects & Consulting

- Spearheaded end-to-end execution of business functions including marketing, hiring, vendor negotiations, and financial planning to optimize profitability and customer retention.
- Successfully launched and operated two food ventures, achieving 30%+ profit margins within the first year and cultivating a loyal local customer base through service excellence.
- Delivered consulting services to startups and NGOs on employee training, customer service models, and organizational behavior frameworks to strengthen team capabilities.
- Built a strong local brand presence through community engagement, personalized service, and differentiated customer experiences, setting benchmarks.