



# Harsh Srivastav

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Experienced trainer at Flipkart with a track record of achieving 100% throughput through effective training and content design. Proficient in LMS management, AI, automation, communication, and aligning training with business objectives in healthcare and e-commerce industries.

## Professional Experience

### Violet info

09/2025 - present

#### Learning and Development Trainer

- Designed and delivered technical and behavioural training programs tailored to IT workforce needs.
- Facilitated onboarding sessions ensuring faster project readiness for new hires
- Conducted skill gap analysis and aligned training intervention with business objectives.
- Integrated AI and automation into L&D programs to enhance training impact.
- Leveraged AI tools to design smarter, data-driven learning solutions.
- Implemented automation to streamline training delivery and reporting.
- Developed AI-powered learning modules for workforce upskilling.

### rebootXP

11/2024 - 07/2025

#### Process Trainer

- Trained associates across Healthcare, E-Commerce, and Gaming processes in a BPO environment.
- Conducted new hire and refresher sessions to boost performance and knowledge retention.
- Created custom training content to enhance learning quality and engagement.
- Managed training modules and enrollments through LMS platforms like Brainbuddies.
- Focused on interactive delivery, process alignment, and associate upskilling.
- Collaborated with operations and quality teams to address training needs effectively.
- Contact : 8877378378 - Assistant Manager - Talent Transformation

### EnableEIST

#### Flipkart associate Trainer(Internship)

- Achieved 100% throughput in multiple batches through effective process training for new hires.
- Developed training materials to enhance process understanding.
- Conducted interactive sessions to reinforce key concepts.
- Provided feedback and coaching to boost team performance.

### Pregrad

06/2023 - 07/2023

#### Intern-Marketing outreach

- Worked as a marketing outreach.
- Have to coordinate community-based activities including marketing campaigns, site-based promotions, special events, sponsorships and cross-promotions.
- Making awareness among the students about the different opportunities by the organization.

## Education

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IIT Guwahati x Woolf university

02/2025 - present

Master's In Data Science - 9.0

- E-learning

Raj kumar goel institute of technology and management

09/2021 - 04/2025

Bachelor's In Technology - 7.2

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## Projects

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### Practease

- Practease, An in-house training tool designed to simulate real-time customer chat scenarios. It helps users improve typing speed, refine chat etiquette, and enhance customer handling skills through guided practice and instant feedback - anytime, anywhere.

### MediAppoint

- MediAppoint, A user-friendly doctor appointment app that lets you book consultations with verified medical professionals across specialties. It offers easy scheduling, digital prescriptions, and hassle-free access to quality healthcare - all in one place.

### Kakshabridge- School Management System

- KakshaBridge is a smart school management system that connects teachers, students, and parents on one platform. It simplifies communication, automates daily tasks, and builds a seamless bridge between classrooms and technology.

### Cricket Club System

- Cricket Club System, A streamlined management system for cricket clubs, enabling efficient player registration and membership management to meet evolving club requirements swiftly.

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## Language Proficiency

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- Hindi - C2
- English - C1

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## Key Skills

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- Process Training
- New Hire Onboarding
- Refresher Training
- AI & Automation in Learning
- LMS Management
- Training Content Development
- Soft Skills & Communication Training
- Training Needs Analysis
- Lesson Planning & Material Updates
- Team Collaboration & Training Initiatives