**Objective:**

To contribute to the Learning and Development domain within an organization that cherishes people engagement and development, through well-thought-of interventions.

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| **Professional Experience:** |

1. **Company Name: Syntel Private Limited**

**Designation: Assistant Manager (Grade 3) – Training**

**Duration: October 2006 till date**

1. **Jan 2014 till date; Content Specialist**

* Continuous engagement with business stakeholders from Training Need Analysis stage till content rollout.
* Use of Instructional Design tools, ADDIE, Storyboards.
* Build learning content for soft skills, technical, and domain-specific programs - Instructor-Led and E-learning.
* Capability to write fictional stories, develop demonstration scripts and role-plays
* Basic knowledge of captivate authoring tool
* Review content and coach new instructional designers

1. **Sept 2011 – Mar 2014; Location Lead – Mumbai** 
   * Managed training projects in collaboration with Human Resources and Delivery Leaders, across locations and business units
   * Managed the entire training life cycle: Training Need Analysis – Content development – Training Delivery – Assessments - Post training follow-up
   * Conducted Management Development Programs for first-line manager population
   * Conducted Level 1 and 2 signature leadership programs
   * Shared vertical-specific reports with the business on a monthly basis
   * Managed audit compliance of training documents and training records
   * Tracked location progress and sent out monthly reports to HOD.
   * Managed a team of trainers
     + Coached trainers on classroom trainings, systems, tools and processes.
     + Allocated trainers and tracked trainer utilization
     + Conducted regular trainer calibrations
     + Conducted quarterly trainer observations

* Interviewed candidates for positions of trainers. Conducted first-level interviews for post of location leads
* Coached new trainers for Induction programs and soft skills programs.
* Actively participated in the Enterprise Learning project (PeopleSoft HRMS) from the launch till the upgradation and final rollout.

1. **Jan 2009 – Aug 2011; Induction and Soft Skills Trainer**

* Conducted Induction and pre-process trainings and assessments
* Conducted soft skills trainings and assessments:
  + Telephone Skills
  + Email Etiquette
  + Interpersonal Skills
  + Business and Social Etiquette
  + Cross Cultural programs
  + Customer Service
  + Team Building
* Conducted English language trainings like Grammar and Accent
* Managed the PR-PO process on PeopleSoft for training vendors
* Managed and reported out MIS of the entire training team

1. **Apr 2008 – Dec 2008; Role: Training Coordinator**

* Coordinated for all soft skills trainings across Mumbai, Pune, and Chennai:
  + Collating nominations
  + Sending confirmation / reminder / cancellation emails
  + Booking venues for training
  + Assisting trainers with updating of training records.
* Was part of the library pre-opening team and participated actively in the initial setup which included:
  + Collecting book recommendations from various sources
  + Buying books and vendor management
  + Coding of books
  + Segregating books in various categories and their arrangement in the library
  + Creating and managing MIS of books inventory
* Coordinated Life-Enrichment sessions which included Yoga, Music, Dance and Special workshops by external facilitators.
* Responsible for vendor management for Life Enrichment programs.
* Participated in Syntel’s CSR initiative and pioneered the first batch of teaching underprivileged children

1. **May 2007 – Apr 2008, Executive – Administration**

* Managed data-entry for administration vendors
* Verified and passed invoices to the Finance Department
* Approved special outgoing couriers.
* Co-managed the PR-PO process for the administration department.
* During this tenure, was also Executive Assistant to the CEO, for four months. Managed his calendar, travel, and approvals.

1. **Oct 2006 – Apr 2007; Front desk Executive**
   * Managed incoming and outgoing calls and couriers
   * Managed booking of boardrooms and conference rooms
   * Issued ID cards and access cards to new joiners
   * Maintained the data and managed audits for access cards records.
   * Coordinated logistics for client visits with respect to welcome arrangements, food, and board room set-up.
2. **Company Name: Chalet Hotels Limited (Renaissance Hotel and Convention Center)**

**Designation: Guest Service Associate**

**Duration: October 2005 - September 2006**

Managed the Front desk for the Business Centre with respect to:

* Board room and conference room bookings
* Serviced guests with state-of-the-art office facilities like photocopies, printouts, lamination, and internet access rooms
* Managed inventory of stationery
* Managed petty cash and audits
* Assisted the back-office team with inbound guest calls

1. **Company Name: Edwise International**

**Designation: Front desk Executive and Telemarketing Officer**

**Duration: September 2003 to June 2004**

* Managed incoming enquiries on abroad education assistance
* Invited students (aspiring to study abroad) for counseling on colleges and related paperwork and examinations.
* Maintained files and data-entry of student conversions

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| **Certifications:** |

1. Certified Learning and Development Manager from Middle Earth HR
2. Completed the Train the Trainer certificate course from Dale Carnegie
3. Completed the Instructional Design course from Future Learning Group
4. Certified Trainer in Soft Skills and Behavioral Skills by Syntel’s in-house Train the Trainer program

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| **Education** |

* Masters in Human Resource Development from N.L. Dalmia Institute of Education, Mumbai
* Graduated in Commerce from University of Mumbai

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| **Personal Details** |

* Date of Birth: 2nd June, 1983
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