

**JOB OBJECTIVE:** To excel in the field of Learning & Development and create significant value add to the organization's long-term goal.

### **Summary of Experience**

- Corporate Trainer for soft skills, team management & leadership trainings.
- Help setup L&D department.
- Created web courses using Articulate 360.
- Successfully led the projects like LMS Development, Competency Mapping for CMMI Certification.
- Create TNI & organize various technical trainings as per the TNI exercise.
- Facilitate various Process Trainings, Professional Skills & Leadership Trainings.
- Develop various learning strategies like Bench Training Program, Micro Learnings through Infographs, Freshers Training Program.
- Maintenance of various online learning platforms i.e. Pluralsight, Udemy, LinkedIn Learning, etc.
- Maintain the learner data into LMS.
- Create Instructor Led & Web based courses in LMS.
- Conduct impact analysis depending on the feedback received from the training program.
- Coordinate with External Vendors & Trainers for various training programmes.
- Handling Vendor Management such as Vendor empanelment, PO release, tracking Vendor SLA, etc.
- Facilitate various Soft Skills & Behavioural trainings.
- Team handling experience.
- Review various learning policies for company & suggest any improvement required.
- Streamline L&D Operations & create standard process for team.
- Designed induction program for new joiner orientation.
- Automation of process using Machine Learning, Python, etc.

### **Related Employment history**

#### **Principal Learning & Development Specialist**

**Cerence Inc.**

**(Dec. 2020 – Sep. 2024)**

- Setup L&D team for Professional Services (PS) department.
- Managing the PS team's global L&D operations.
- Lead the project of Skill Matrix mapping.
- Automated the Skill mapping for global PS team.
- Created web courses using articulate 360.
- Designed and developed an onboarding training program for various PS team functions.
- Maintain trainer pool for internal trainings.
- Publish monthly Training Calendar for the team.
- Coordinate all the online training sessions.

#### **Sr. Executive HR – L&D**

**Xoriant Solutions Private Limited**

**(Jul. 2019 – Jun. 2020)**

- Collaborated to setup the L&D department.
- Lead the project of Competency Mapping across organization.
- Lead the project for building an in house LMS.
- Create various learning strategies viz. Microlearning through Infographs, Audio books etc.
- Lead the process of Bench resource training program.
- Responsible for Stakeholder and Vendor management.
- Handle the PO process for vendor payments.
- Designed an extensive Freshers Training Program.
- Brought automation in lots of process, using different platforms such as python, machine learning, etc.

- Maintain trainer pool for internal trainings.

#### **Assistant Manager – L&D**

##### **Vodafone Shared Services India**

**(Jan. 2014 – Jul. 2019)**

- Facilitated various Process, Soft Skill and Team Management trainings.
- Actively participate in TNI creation for Technology Shared Service.
- Organize various technical trainings as per the Training Need Identification exercise.
- Organized trainings for various technologies like Hadoop, Power BI, Angular, TIBCO, Azure, Ansible etc.
- End to End coordination for technical trainings which includes part of trainer evaluation process.
- Have worked commendable for Stakeholder and Vendor management.
- Handle the PO process for vendor payments.
- Have worked on LMS systems (SABA & Success Factor), creating Instructor Led Trainings, Web based trainings & LMS reporting.
- Maintain trainer pool for internal trainings.
- Conducted Impact analysis on basis of training feedback.
- Manage reporting of 4 subordinates.
- Manage performance discussion & career growth of subordinates.
- Plan the monthly training calendar for employees as per the trainings scheduled.
- Ensure implementation of all processes & procedures as per Vodafone global standards.
- Analyze & document risks related to Learning & Development operations process.
- Redesign & restructure all process SOP's as per the global standards.
- Responsible for coordinating the new employee orientation program.
- Redesigned internal onboarding deck for smoother employee experience & better learning curve.
- Understand business requirements and find the best learning solution for them.
- Initiated & closed LMS cleanup project effectively within specified time frame.
- Drive quality adherence through audits.

#### **Administrator**

##### **Novartis Pvt. Ltd., Hyderabad, India**

**(Dec. 2012-Jul.2013)**

- Liaised with recruitment agencies and vendors for hiring process.
- Align & coordinate with candidates for interview process.
- Work closely with COE team for job architecture & career path development.
- Initiated buddy programs for smoother orientation & onboarding.
- Guided training coordination for Drug & Safety department.
- Maintain training data in LMS.
- Lead SPOC for external audit & coordination.
- Looked after the Event Management for the team.

#### **Operations Coordinator**

##### **Reliance Globalcom Ltd., Mumbai, India**

**(Feb 2009-Dec 2010)**

- Handled on and off-campus interviews for Global NOC.
- Handled employee relations through HR skip level meeting, open office hours and reported pain areas to Business leads and took actions to resolve issues.
- Part of the NEO program (New Employee Orientation).
- End to end training coordination for Global NOC.
- Worked on SAP OM module to maintain org structure.

#### **Trans Continental E-services - Customer Service Professional (Dec.2007- Jan.2009)**

##### **Kale Consultants - Associate (June '07 till Oct '07)**

##### **Tulip IT Services Ltd. - Customer Support Executive (Sep '06 till Feb '07)**

#### **EDUCATION**

- **Train the Trainer Certification**
- **PGDHRM (Grade A) - Symbiosis Distance Learning Centre (2012).**
- **Passed B.Sc. (Zoology) - Thakur Degree College (2006), Mumbai University (67.88%).**
- **Passed H.S.C. (Science) from Thakur Jr College (2002), Maharashtra State Board (56.57%).**
- **Passed S.S.C. from Infant Jesus School (2000), Maharashtra State Board (69.33%).**

In addition to the above, I am a quick learner & I look forward to be a part of your esteemed organization. I would hereby like to inform you that the above stated information is true to the best of my knowledge.

Warm Regards,

Chaitali Pradhan