



# Shah Faisal Mohammed

## Details

HYDERABAD

India

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## Skills

Leadership and Teamwork

Adaptability

Problem Solving

Decision Making

Critical thinking and problem  
solving

Time Management

Teamwork

Ability to Multitask

Effective Time Management

Customer Service

Communication Skills

Ability to Work Under Pressure

Leadership Skills

Leadership

Training

Learning and Development

Program Management

Project Management

## Profile

Faisal is a seasoned professional with over a decade of experience at Amazon, excelling in various leadership roles. His extensive expertise spans Training Leadership, Operations Management, Program Management, and Learning & Development. Throughout his career, Faisal has demonstrated a remarkable ability to lead teams both on-site and virtually, driving operational excellence and fostering a culture of continuous learning and development. As a Training Leader, Faisal has designed and implemented effective training programs that have significantly improved team performance and productivity. In Operations Management, he has successfully overseen complex operations, ensuring efficiency and scalability in a fast-paced environment. His strategic vision and meticulous execution have been pivotal in managing large-scale programs, delivering projects on time and within budget.

## Employment History

### Customer Service Associate, Amazon, Hyderabad

2013 — JUNE 2016

- Collaborate effectively with a variety of stakeholders including training specialists, subject matter experts (SMEs) and senior level leaders across multiple disciplines/functional roles to support Process learning programs and initiatives
- Coordinate and schedule learning events as well as plan and implement projects
- Foster the development and growth through all stages in the lifecycle of an employee (i.e., mentoring, teaching, etc.)
- Performing regular 1:1's with each of your Associates and Trainers; promptly addressing any performance, conduct, or attendance concerns.
- Create and implement training programs for associates, managers, trainers and others (i.e., participating in and conducting needs analysis, skills development classes, cross-training, etc.)
- Ensure that the Training team creates/updates accurate and useful information for training programs and other training documentation/aids
- Partners with process owners to ensure documentation standards are followed
- Facilitate training classes; communicate policies and procedures to managers and new employees as needed
- Actively seek, clarify and understand information from Operations Managers that leads to an understanding and ownership of Process performance and goals and required YOY improvements and provide training assistance where necessary in order to achieve these goals
- Fully understand workflow, daily production goals and reports used to drive the business
- React quickly and efficiently to production imperatives and scheduling conflicts
- Ensure and drive best practices standardization across all processes
- Ensure standard training programs are implemented and consistently utilized as required
- Analyze the key performance indicators and prepared the Monthly & Quarterly business skill report.
- Drive process improvements to enhance the operational efficiency of the site.
- Develop and achieve performance goals and objectives in line with the network wide vision and goals.

## Languages

English

Hindi

Telugu

Urdu

- Accomplish organization goals by accepting ownership for accomplishing new and different requests; exploring

### Training Specialist, Amazon, Hyderabad

JUNE 2016 — MARCH 2018

- Effectively master, train, and evaluate all learning objectives for Compliance Operations.
- Deliver dynamic facilitation of classroom-based training through the application of a variety of instructional techniques to include role playing, simulations, team exercises, group discussion, videos and lectures in order to drive learning outcomes.
- Consult with subject matter experts (SME) to ensure training information is current and accurate.
- In conjunction with the Instructional Designer, develop and maintain learning programs using a project management approach across cross-functional teams, including: needs assessment, solution development and delivery, tracking and evaluating training effectiveness as well as continuous improvement.
- Cultivate strong working relationships across multiple departments.
- Perform other related duties as required to ensure departmental goals are met.
- Assist with company culture activities as needed.
- Conduct regular training need analysis exercise and engage with stakeholders to identify training opportunities
- Keep the stake holders informed of training status for their respective orgs through periodic reports, meetings, etc.
- Develop training facilitation skills amongst respective operations teams to manage training delivery and implement training programs
- Continuously improve training programs to maximize the training effectiveness
- Deliver Training, design evaluation methods, and analyze the effectiveness
- Manage and maintain - all delivery media and eLearning application, software, for scale and ease
- Manage training content/updates residing on SharePoint, LMS and shared drives
- Collaborate with other training team members to make a great training team

### Training Manager I, Amazon, Delhi- NCR

MARCH 2018 — MAY 2022

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- Performing regular 1:1's with each of your Associates and Trainers; promptly addressing any performance, conduct, or attendance concerns.
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- Ensure that the Training team creates/updates accurate and useful information for training programs and other training documentation/aids.

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- React quickly and efficiently to production imperatives and scheduling conflicts.
- Ensure and drive best practices standardization across all processes.
- Ensure standard training programs are implemented and consistently utilized as required.
- Analyze the key performance indicators and prepared the Monthly & Quarterly business skill report.
- Drive process improvements to enhance the operational efficiency of the site.
- Develop and achieve performance goals and objectives in line with the network wide vision and goals.
- Accomplish organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

## **Senior Manager Training II, Amazon, India**

MAY 2022 — Present

- Single-threaded leader: Managing Training teams and stakeholders across 12 VCS and 4 B&M for Amazon CS India and Concession Abuse Prevention teams.
- Single-threaded leader: transform strategy into results by taking responsibility for the performance and success of onboarding and continuous learning journey of New Hire Customer Service Associates across CS India.
- Performance management: Measure, monitor and report onboarding and training performance, adding relevant KPIs or OKRs to improve business insight.
- Partner and collaborator: Be a reliable, trusted partner and collaborator with relevant stakeholders to review and continuously optimize the touchpoints across the training journey.
- Continuous improvement: Lead continuous improvement programs by collaborating with respective process owners across the training journey to implement improvements.
- Training and Instructional Design delivery: conduct ongoing needs analysis, planning, and oversee training programs/projects execution (including new site launches, outsource partner launches, and new marketplace launches). Scope includes new joiner training and ongoing training for tenured site operations employees.
- Team leader: people manager to team of Training Manager and Training Specialist. Manage performance, coach, and ensuring specialists have the tools and support to build their skills and experience.
- Guide management in the development/review of applicable policies, procedures and business practices.
- Performs deep dive analysis/research on data/information/literature and creates recommendations/corrective actions based on identified deviations and recommends appropriate solutions.

**Certification:**

- (MGHD) Making great hiring decision at Amazon
- Lean Six Sigma: Define and Measure Tools
- Six Sigma Foundation
- Six Sigma Green Belt

**Achievement:**

- Has been awarded "Leaders as Teachers Award" in quarter 3, 2016, "Enablers Award" in quarter 4, 2016 and "People Manager Award" for 2 times in quarter 3, 2018 and quarter 1, 2019.
- Network best performance for IN domain for year 2019.
- Has been consistent in achieving Network targets and goals set by Training Functions 2020
- Successfully completed the transition of Instructor led training to Self-directive training. 2021
- Successfully revamped training content from North America domain 2022
- Successfully launched customer support for Amazon.ae and amazon.jp 2022
- Amazon Leader's enablers Award 2023
- Amazon Employee of the year 2023

**Affinity Support:**

- Faisal is the co-founder of ECOFAWN, a non-profit organization dedicated to environmental protection.
- He represented an Indian NGO at the United Nations during the 55th Human Rights Summit in Geneva, Switzerland.
- He also represented an Indian NGO at the United Nations during the 57th Human Rights Summit in Geneva, Switzerland.

**Education**

- B. Tech (Computer Science), Shaaz College of Engineering and Technology, Hyderabad.
- Intermediate, Sultan-ul-uloom Junior College, Hyderabad
- 10th, Roch Memorial High School, Hyderabad