



Specialties: Multi-shore content and training program and project management, standard process design & harmonization in newly acquired businesses, organizational competency development, instructional design and talent management.

Personal Information

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Skills

●●●●○ Training Design, Development, Delivery and effectiveness measurement for multinational clients (IBM Certified Instructional Designer)

●●●●○ Competency assessment and role alignment, creation of learning paths, Learning Analytics

●●●●○ Quality management, Quality (framework audits, RCA, Preventive action)

●●●●○ Account and Project Management

●●●●○ Stakeholder & Client Relationship Management, Vendor management

●●●●○ Pre-sales

●●●○ Business Process and SOP design and Deployment to Stable State

In Brief

- Is an experienced learning and training management consultant with a strong background in strategy, capability development, change management, training design/development, delivery, effectiveness measurement and organization & process redesign.
- Possess strong strategic thinking skills with results orientation to drive delivery excellence and project success.
- IBM UK Certified Instructional Designer with 15+ years of experience
- On Panel: NCERT, Management & Entrepreneurship and Professional Skills Council (MEPSC)

Work Portfolio

Independent Strategy, Learning & Design Consultant (Jan 2016 onwards)

1. Skill India – Empower Pragati

The client implements training projects in Corporate Enterprise Learning, School learning, Corporate CSR, State & Union funded skill development schemes and programs. Implementing Skill India – PMKK, DDUGKY, CSR programs across UP, Bihar, Panjab, Assam, Bengal, Bihar, J&K, MP, Meghalaya and Maharashtra and various Indian Army locations. Total strength of trainers handled is ~2000+ across 24 states.

Problem:

- Lacked Training Materials, Tracking
- Unstructured Training & Quality Process

Solution:

NSDC & SSC Engagement – alignment of Trainer certification and student assessment
Recruitment of Trainers & Regional Training Managers. Hired 1000+ Trainers across 34 job roles in a record period of 4 mo. Streamlined recruitment process.
Quality Monitoring & Enablement-Designed Framework, TTT programs, Training Audits, Refresher Training, Training MIS
Content Kit design and development for all projects (34+ job roles), including newly launched student paid model
Created a robust Assessment bank with 1000+ questions per job trade.

Created a module on Employability Skills materials for Entrepreneur counselling, entrepreneur support, financial support and business planning.

Innovation:

- Created video libraries
- Used apps such as HelloEnglish & EnGuru
- Created Flipping books for premium courses
- Recruitment of Regional Training Managers and STAR Trainers

- Created a Capacity Building program (Train the Trainer) with focus on facilitation and classroom management skills
- Created Quality Monitoring & Enablement Framework - Designed and implemented Framework, Training Audits, Refresher Training using Smart Classrooms, Training MIS trackers
- Streamlined recruitment process.
- Created a panel of SMEs

2. Mercedes Benz (US) – Sept 2017 - Mar 2019

Problem: Abundance of content and a rich video library resulting in a high time investment to learn about Products and Technology

Solution: Use a micro-learning approach to create 11 product and technology Lessons of 6-11 min each. Used a gamified approach to keep engagement high.

3. Maruti-Suzuki, Pre-Owned Cars & NEXA channels (Jan 2016- Sept 2017)

Change management and transition to Maruti Suzuki 2.0 and creation of multiple training interventions for **Sales Staff** – including mix of product, processes and soft skills.

Creating a talent management strategy and performance appraisal to help transition individuals, teams and D dealership CEOs as it moved into MSIL 2.0 in May 2017. Created a framework for the appraisal of the entire Sales team at Dealership and HO level (Sr Mgmt) level

- Allows individual to establish milestones and measures to track their progress towards achievement of KPIs and strategic goals
- Issues and changes brought: Cascading Goal setting method adopted for all employees
- Meets Goals rating seen as a positive rating
- Employees get at least one mid-year review

4. CII-Entrepreneurial & Mentoring Skills Development for Confederation of Indian Industries (CII) Funded by JP Morgan Chase & GOI

BYST and NGO with CII is committed to building strong ,trusting relationship and life skills in youth through mentoring and social entrepreneurship and turning job seekers into job creators. Uses

Creation of **Mentor Development Program** in partnership with Princes Trust (UK) and YBI (UK). Accreditation and certification partner: City & Guilds, London. Responsible for:

- Creation of training material ILT & elearning for Mentor Development Program and consequently accreditation by City & Guilds, UK

Training of project staff and creation of online few.

<https://www.bystonline.org/what-we-do/entrepreneur-support>

5. Airtel Retail (Apr 2017-18)

Problem: Speedy and effective roll out of a dynamic suite of products

Solution: Creation of 4 trainings: Super 6 (for Retail arm FSEs & DSEs) , The Sales Hunter and Relaunch of Post Paid and New Hire Onboarding Program

Thomson Reuters, Global Risk & Compliance (Dec 2011-Dec 2015)

Head Delivery elearning

Role: Manage the change and delivery of Learning Solutions for a group of 26 direct reports in 5 job families (PMs& Account Managers, Instr Designers, Quality, Technology & Media) across New Delhi, Singapore, Japan, London, Abu Dhabi, New York and San Francisco.

Jointly responsible for all client delivery, capabilities, quality, methodology and tools for Finance and Risk Manage Delivery for Learning and Development. Maintained and update a Compliance **product library** of more 4000 eLearning course titles.

Accenture Management Consulting Manager for Global Talent and Innovation Network (GTIN) Talent & Organizational Performance (Dec 2009-Nov 2011)

Role: Practice Area Lead for Instructional Design and Capability Development Lead

Capability Development:

- o Incharge for internal Capability building among project team members which include technology and functional skill boot-camps and certifications.
- o Conceived a mentoring framework and successfully running the program for employees with <2 yrs of experience.
- o Conducted bootcamps:
 - o Training & Organizational Performance Bootcamp
 - o Instructional Design Bootcamp (Resident program),
 - o ERP bootcamp leading to certifications (Oracle & SAP with vendors)

International Business Machines (IBM, India) Oct 2007-Dec 2009

Role: Manager for Learning & Interactive Media Innovation Center (LIMIC)

Center for Advanced Learning: Management Development Services for Leaders

MDS learning solution that would enable companies and leaders to achieve business results through a dynamic leadership culture, strengthened management skills, and consistent approach to people management.

A widget created in the course of this project has been nominated for the 2009 Brandon Hall Excellence in Learning Awards in the category of Best Innovation in Learning Technology in March 2009.

Global Technology Services (GTS) for Sales Staff Duration: Created training as e-learning, podcasts, web-lectures and ILT.

Organizational Development:

- Learning Measurement
- Mentor for Instructional Design Certification
- Country-wide Competency Area Representative for LMS Competency
- On Recruitment Panel

The NIIT Institute of Information Technology (Jan 2003-Sept 2007)

Role: Senior Designer (Specialist)

Mentionable Projects

NIIT Imperia: Used best practices and research to design and development of curricula and entrance examination for NIIT Imperia, for their Centers for Advanced Learning Centers using synchronous learning technology.

Institute of Finance & Banking: Setting up a new business venture. The company has set up the institute in partnership with the ICICI Bank, India's second-largest bank, to cater to the needs of the exponentially-growing banking, insurance and financial Services sectors in India and overseas markets. Result: Exclusive IFBI campuses in 22 locations.

NIIT University (NU): Involved with initiation of a deemed to be university. Foundation Member and Assistant Professor. Designed & delivered courses in Bioinformatics and Biotechnology. Design, development, and deployment of the 2 year PG diploma course in Bioinformatics. Taught courses in Oral & Written Communication Skills, Molecular Biology, Biochemistry, and Databases, Tools & Data Analysis.

National IT Aptitude Test (NITAT) Design, development, validation and deployment of NITAT. The first ever such test conducted in India. Introduced in 2004- with a hit value of 66,000 students taking the test.

Planetworkz Product: Designed and developed a suite of four products for English proficiency in partnership with ELLIS, USA. Target audience spans across children, college graduates, ITES industry and the high quality of the learning materials.

Learning Universe Pvt Ltd, (Brand name: eGurucool) (May 1998-Dec2002)

Role: Project Manager Academics

- Led the creation of more than 8800 hours of learning materials, including 130,000 questions (with solutions), 100,000 web pages, and over 30,000 pages of printed material and simulated test papers. IMRB survey indicates that 80% of customers are satisfied or very satisfied by the product, and 71% attribute their satisfaction levels due to Planned, designed and facilitated the development of e-learning courses for school-level and competitive examinations in association with subject matter experts.
- Prepared course structures and course design specifications.
- Designed, prepared storyboards and managed the development of multimedia animations in various academic disciplines in coordination with subject matter experts and graphic designers.

Education

Examination	Subjects	Year	Division	University
B.Sc.	Botany, Zoology, Chemistry	1983	1 st	Punjab University, Chandigarh
M.Sc.	Zoology	1985	1 st	University of Jammu, Jammu
Ph.D.	Life Sciences	1990	NA	Guru Nanak Dev University, Amritsar

Papers, Case Studies & Publications:

- Presented a paper on **Training Evaluation and Monitoring Framework for Skill Development Programs** at International Management Conclave in Collaboration with Springer Nature at Rukmini Devi Institute of Advanced Studies, New Delhi, Oct, 2018
- Presented a **Case Study** under the theme Innovation at NSDC –Quality Monitoring & Evaluation, Nov 2018
- Closely working with the **MEPSC Sector Skill Council**, MEPSC, Singapore Polytechnic delegation & NSDC to co-create the QP NOS (National Occupational Standard) for the Trainers and Assessors
- Expert: **NSDC Capacity Building Workshop** for ToT/ ToA on 21st Nov, 2018.
- **Bionformatics:** Database, Tools and Algorithms. Oxford University Press. Preface by **Dr. Sugata Mitra** ISBN-10: 9780195676839