

Vishal Mewara

Assistant Manager – Learning and Development

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Work Summary

- 10+ years of experience designing and leading scalable learning programs across global teams. Proven ability to translate business needs into impactful, learner-centered experiences using instructional design frameworks and cutting-edge tools.
- Led AI integration and implementation, increasing content development output by 30% through process automation and innovation.
- Established quality benchmarks that reduced final delivery errors by 90%, ensuring consistent excellence in deliverables.
- Recognized as a Top Performer for three consecutive years at GXO and again in the first year at IBM, demonstrating sustained high performance.

WORK EXPERIENCE

IBM India PVT LTD, Malad – Mumbai

Assistant Manager

April 2024 – Present

- Spearheading key projects as a sole contributor, including Manhattan FastTrack, WalkMe, Quality Management to Implementation, AI integration for content and multimedia development, and Agile implementation to enhance team collaboration.
- Lead a team of instructional designers in delivering end-to-end training solutions aligned to business priorities, ensuring consistent output of 17+ learning hours per month while embedding Agile methodologies.
- Evaluating, testing, and deploying new tools and technologies to enhance translation workflows and multimedia creation, optimizing resource use, and reducing costs.
- Designing and delivering personalized learning experiences using Articulate 360, Google Gemini, ChatGPT, and Vyond.

GXO GOSC India PVT LTD, Powai – Mumbai

Lead Instructional Designer

January 2023 – April 2024

- Lead the end-to-end development and implementation of WalkMe simulations, including interactive walkthroughs and tutorials that enhance user adoption of key software platforms.
- Developed blended learning paths and structured onboarding programs to improve time-to-productivity for new hires. Aligned learning objectives with department KPIs and business goals.
- Created and maintained engaging, effective E-Learning content aligned with organizational goals through instructional analysis, content design, and multimedia integration.
- Developed supplemental materials such as job aids, work instructions, and SOPs to support learning and on-the-job performance.
- Maintained the quality assurance for instructional design outputs by conducting reviews, delivering feedback, and promoting design best practices.

- Partnered with subject matter experts to ensure instructional content is accurate, relevant, and impactful.

Instructional Designer

Oct 2019 – Dec 2022

- Designed and developed learning solutions that enhanced organizational performance.
- Created eLearning templates in Storyline to streamline repetitive slide development processes.
- Collaborated with SMEs to produce instructional materials and managed WalkMe simulations for GXO warehouse applications.
- Applied UI and instructional design best practices, receiving recognition from stakeholders and management for exceeding expectations.

Packt Publishing PVT LTD, Andheri – Mumbai

Course Managing Editor

August 2015 – June 2019

- Led cross-functional teams of 8+ members and coordinated with stakeholders to ensure high-quality, on-time project delivery as a Course Managing Editor.
- Developed ILT-based prototypes using instructional design and visual design principles, contributing to business development efforts.
- Established streamlined editorial processes by creating standard documents, checklists, and guidelines to enhance team efficiency.
- Reviewed content for structure, pedagogy, and technical accuracy, and mentored authors and junior staff to improve content quality and team capability.

EDUCATION

Bachelor of Science in Information Technology, Mumbai University | 2014

KEY COMPETENCIES

Learning Program Strategy & Execution, Instructional Design (ADDIE, Agile, SAM), eLearning/ILT/vILT/Blended Learning, Stakeholder Engagement & Needs Analysis, AI-Driven Content Development, LMS & Learning Platforms (Articulate, WalkMe, Vyond), Performance Enablement & Skill Upskilling, Global Team Collaboration & Coaching

SKILLS

Articulate Storyline 360, Articulate Rise 360, Camtasia, Microsoft Office (Word, Excel, PowerPoint), Adobe tools (Photoshop, Audition, Premiere), Storyboarding, Multimedia development, Quality Assurance (QA), Instructional design, eLearning development, ILT / VILT / Hybrid training, WalkMe, Manhattan FastTrack, Vyond, MySimpleShow, Audacity