

Debika Mukherjee

Manager | Lead - Learning & Development

Strategic L&D and Quality Lead with 13+ years of cross-industry experience in IT, Banking & Healthcare. Driving impactful learning at **scale**.

Bangalore, India

+91-9051563227

Date of Birth – 13th December 1990

debika.mukherjee90@gmail.com

EXPERIENCE

Manipal Hospitals

Deputy Manager

Jan '25 – Present | Bangalore, Karnataka

Key Skills: Behavioral Training, Patient Communication, TNA, Employee Engagement, Healthcare Service Excellence

Lead behavioral training for 3,500+ clinical and non-clinical staff, leveraging 360° feedback and post-training assessments to enhance communication, reduce service escalations, and strengthen a patient-centric culture.

Capgemini

Program Manager – Global Lead

June 2022 – Jan 2025 | Bangalore, Karnataka

Key Skills: Stakeholder Engagement, Learning Strategy, Budgeting, Enterprise Upskilling, HRMS Quality Assurance, Vendor Management

- **Global Program on Data, AI & Intelligent Industry** – Designed and led a global L&D program impacting **235,000+** participants, having major engagement from **GTM, Finance, and ER&D** teams.
- Executed strategic **partnerships** with **Amazon, Microsoft, Google, and Adobe** to expand certifications and align learning with industry trends.
- **Managed** end-to-end global partner events with **AWS, Google, ServiceNow, and Microsoft**, delivering high-impact learning experiences.
- **Served as Quality Analyst** for a large-scale HRMS implementation, ensuring QA excellence and system reliability across global modules.

Canara HSBC Life Insurance Co Ltd.

Area Training Manager

September 2020 – June 2022 | Kolkata, West Bengal

Key Skills: Sales Training, Soft Skills, TNA, E-learning, Training Operations

- **Led L&D for Defence and Direct Channels across 100+ branches in Eastern India**, aligning with business goals and frontline needs.
- **Delivered 150+ annual sessions** focused on sales effectiveness and communication, contributing to a 20%+ performance boost.
- **Managed complete training operations**, including e-learning compliance, budgeting, logistics, MIS, and vendor coordination for smooth execution.

TATA AIA

Branch Training Manager

Mar 2020 – Sept 2020 | Kolkata, West Bengal

Coached and enabled NLAs and leaders at TATA AIA through performance-driven training programs, daily MIS insights, and tailored workshops based on TNA—boosting skill development and income growth.

SKILLS

- **Strategy** Development
- **Leadership** Engagement
- **Performance Improvement Techniques**
- **Employee Engagement Initiatives**
- **Change Management** Practices
- **Talent Development** Frameworks
- Learning **Evaluation** Methodologies
- Training **Program Design & Implementation**
- Organizational Development Principles
- **Succession Planning** Strategies
- Employee Motivation Techniques
- **Requirement Gathering & Analysis**
- **Cross-Functional** Coordination
- **Stakeholder Relationship** Management

CERTIFICATIONS

- **Google Certified:** Foundations of Project Management
- **Microsoft** Power BI Analyst
- **IBM Certified:** Introduction to Data Engineering
- **Certified** Engagement Manager
- **Product Management** Specialization
- **Certified** on NLP and Training DNA
- **Advanced Diploma** in Financial Systems

EDUCATION

2017 - 2019

P.G.D.M [Post Graduate Diploma in Management]

XLRI, Jamshedpur

2008 - 2011

Graduation in Bachelor of Commerce (Hons.)
Calcutta University

MAX Skill First

L&D Manager

September 2020 – June 2022 | Bangalore, Karnataka

Key Skills: Sales Training, Soft Skills, TNA, E-learning, Training Operations

- Led **100+ skill development workshops across South India for PSU and Public Sector Banks**, aligning training to stakeholder goals and improving performance through measurable, impact-driven learning

Aditya Birla Capital

Senior Sales and Upskilling Manager

Mar 2017 – June 2018 | Bangalore, Karnataka

- Drove strategic partnerships, **including with a top German investment bank**, enhancing revenue, profitability, and brand visibility for Aditya Birla Capital.
- Led **targeted upskilling programs** and mentored Relationship Managers, boosting sales capability and delivering tailored client solutions.

IDBI FEDERAL

Worksite Manager

Nov 2012 – Mar 2017 | Bangalore, Karnataka

- Managed high-value corporate accounts with excellence, driving cross-functional engagement and significantly increasing business volume.
 - Expanded client base and acquired top-performing Financial Advisors, accelerating business growth while ensuring SLA adherence.
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