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**.**

**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.

Bangalore, India

+91-9051563227

Date of Birth – 13th December 1990 **debika.mukherjee90@gmail.com**

# SKILLS

* **Strategy** Design
* **Capability** development.
* **Soft Skill** Training
* **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

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# 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.