

ANKUR SHAHI

24-640 Rathburn Rd (E), Mississauga, ON L4Z 1C6

(647)388-2109

www.linkedin.com/in/ankur-shahi

shahiankur80@gmail.com

Learning Specialist

I am a strategic learning professional with over eighteen (18) years of experience designing, developing, and facilitating learning solutions to onboard new employees, implement new processes and systems, and change organizational culture. Based on the Adult Learning Principles, my learning solution taps into the learner's intrinsic motivation and presents a meaningful solution to their real-life requirements. I have helped people succeed within the banking, telecommunications, hospitality and the retail sector.

Highlights of Qualifications

- Onboarded over 2000 new-hire employees to banking and telecommunication contact center over 11 years
- Designed and developed 6 instructor-led new-hire curriculum
- Designed and developed 20+ self-directed learning (eLearning, blended learning, self-study, etc.)
- Facilitated 4 Gallup Global Strengths Coach course covering 100 senior executives
- Computer skills: Microsoft Office Suite, eLearning authoring tools – Articulate Storyline 360 and Rise360, editing tool: Camtasia and Snagit, cloud: SharePoint, and web conferencing tools: WebEx, MS Teams, and Adobe Web Connect

Professional Experience

Sr. Instructional Designer	NIIT, Canada	Sep 2019 – Current
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Accomplishment: *Designed and developed over 1500 hrs of learning solutions to help the organization implement 6 new IT systems*

- IT Systems: LMS: Saba, HRIS: Workday, Scheduling Systems: Blue Yonder's Site Manager, Persona, and Lobalw's Dynamic Scheduling
- Conducted training readiness assessment with the OCM and created a Learning Strategy for the MVP (Most Viable Product) launch
- Participated in weekly Sprints (Agile Projects) and worked closely with the developers and the analyst to develop the training material
- Delivered reference guides, job aids, eLearning, videos
- Revised the training material based on the feedback received in the MVP launch

Learning Specialist	Goeasy, Canada	July 2018 – Aug 2019
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Accomplishment: *Upskilled Financial Representative to sell new products and services and reach the goal of \$1 billion loan book in August 2019*

- Projects: Goeasy Prepaid MasterCard, Credit Plus Savings Loan,
- Conducted needs assessment in partnership with operation managers to implement new products across Canada
- Reviewed technical document and conducted interviews to create learning material
- Delivered eLearning, blended learning and instructor-led training solutions
- Evaluated training's effectiveness using Kirkpatrick's Four Levels of Evaluation model

Workplace Consultant

Gallup, India

Jun 2017 – Mar 2018

Accomplishment: *Facilitated Gallup's flagship 4½ days Accelerated Strengths Coaching Course (ASCC) across Asia with a feedback score of 4.7 out of 5*

- Gallup combines analytics and advice to help leaders and organizations identify opportunities and create meaningful change.

Senior Manager - L&D

Thomas Cook India Ltd,
India

Jun 2014 – May 2017

Accomplishment: *Improved onboarding completion from 40% to 80% within the first 60 days using a blended approach of eLearning and one-on-one interviews*

- Developed eLearning onboarding program for new employees using Articulate Storyline 2

Assistant Manager – L&D

Hutchison 3 Global
Services, India

Apr 2007 – May 2014

Accomplishment: *Onboarded 1500 trainees to operations with a 90% throughput, meeting the performance goals set by the business*

- H3G is a UK-based telecommunication service provider with customer service and sales based out of India.
- Created 6 instructor-led new hire curriculum

Assistant Manager – L&D

Mphasis, India

Mar 2003 – Apr 2007

Accomplishment: *Onboarded 500 trainees to operations with a 90% throughput, meeting the performance goals set by the business*

- Mphasis is an India-based contact center that provides outsourcing services to North America.
- Facilitated new-hire onboarding training for Citibank N.A contact center

EDUCATION

Adult Learning and Development (Pursuing)

University of Toronto OISE

Fall 2019

Bachelor of Computer Science

University of Pune, India (WES equivalency: Bachelor's degree 4 years)

Apr 2001

REFERENCES AVAILABLE UPON REQUEST