

ANJEL FRANCIS

TRIVANDRUM, KERALA (Willing to Relocate)

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SUMMARY

Experienced Social Development & Management professional with over 10 years of experience, leading large-scale, ADB-funded skill development initiatives coordinating across government and non-profit sectors. Skilled in Project Management, building stakeholder partnerships, and experienced in diverse areas including Governmental Project Management, Skill Development, Operations Management, Administration, Training & Delivery, Finance Management, Economic and Community Development. Passionate about creating shared value, community-engaged developmental models, and research.

SKILLS AND EXPERTISE

- Project Management
 - Team Leadership
 - Stakeholder Management
 - Communication & Collaboration
 - Analytical Thinking & Problem Solving
 - Administration & Organizational Skills
 - Monitoring & Evaluation
 - Research & Documentation
 - Skill Training & Development
 - Community Development
 - MS Office, Google Workspace
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EDUCATIONAL QUALIFICATIONS

- Master of Social Work (MSW), Rural & Urban Community Development (2011 - 2013) - St. Joseph's College, Devagiri - University of Calicut
 - Bachelor's Degree, Physics (2008 - 2011) - St. Joseph's College, Devagiri, University of Calicut
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PROFESSIONAL EXPERIENCE

1) ADDITIONAL SKILL ACQUISITION PROGRAMME KERALA (ASAP Kerala) - A Govt. of Kerala Undertaking
OCTOBER 2014 to JUNE 2024

Senior Product Head -Training & Delivery (June 2024 to June 2024)

- Initiated works to revamp the field presence and campus connect initiatives by establishing ASAP Skill Development Centers across the State as part of the FYUP - National Educational Policy (NEP).
- Overseeing all phases of the training lifecycle, from scheduling and student enrollment to program delivery, evaluation, and post-training support.

Senior Product Head - Accreditation (June 2023 to June 2024)

- Oversaw the accreditation process, including reviewing applications, assessing compliance with accreditation standards, and making recommendations for accreditation status.
- Crafted advanced accreditation protocols and ranking rubrics, ensuring comprehensive assessment and timely progress monitoring for training programs.
- Implemented Key Performance Indicators (KPIs) and metrics to assess divisional initiatives and track the advancement of active projects.
- Build and maintain relationships with educational institutions, regulatory bodies, and industry partners.

Achievements

- Developed a comprehensive database of over 500 training bodies across Kerala, streamlining the accreditation process, and established an expert pool of technical and academic professionals across various sectors.
- Increased revenue of the Accreditation Division from 0.8 million in the first year of NCVET dual recognition to 2 million in the following year.

Senior Programme Manager in charge of Administration & Facilities Management Division (March 2021 to June 2023)

- Oversaw the administrative support to ensure the effective functioning of all staff members (200+) in both the ASAP Secretariat and field offices across the state.
- Supervised the process of procuring, managing, documenting, and disbursing stock and stores related to the central stores of ASAP, including preparation of consolidated requirements for facilities, equipment, and stationary procurement based on realistic assessments of indents received from divisions of the ASAP Secretariat.
- Issue all circulars, orders, and guidelines related to administrative functions.
- Handle visits of high dignitaries, guests, and VIPs as per protocol.
- Ensured effective administrative operations and the conduct of Empower Committee Meetings.
- Served as the primary point of contact of ASAP Kerala for all communications from the Higher Education Department, other government departments & stakeholders.
- Developed and monitored budgets for facilities maintenance, supplies, and related expenses, ensuring efficient resource allocation and cost control.

Achievements

- Led the successful relocation of the ASAP Kerala office to a new space, minimizing expenditure through resourceful utilization of existing resources and achieving a 60% budget savings.
- Achieved a 90% reduction in expenses for the organization by deactivating unused CUG SIM cards and personalizing the remaining ones as per employee request.
- Modified the Operations Manual for ASAP Kerala, providing a more systematic functioning of the ASAP Secretariat & field offices.
- Introduced various registers & records for tracking the stocks, legal documents etc. and used project management software like ClickUp.
- Successfully resolved outstanding payment issues with third-party vendors, ensuring smooth and uninterrupted business operations.

Senior Programme Manager in charge of Advanced Skill Development Center (ASDC) (Feb 2020 to March 2021)

- Conducted multi-stakeholder consultations and ensure multi-stakeholder collaboration for technical inputs, course design, syllabus, curriculum upgradation, quality assurance, and all other related functions to Identify market-driven courses to be offered at the ASDCs.
- Analyzed and update training programs, collaborate with companies for course delivery, test training software/hardware, and review training materials for accuracy and compliance.
- Developed communication strategies for client and stakeholder meetings with various government departments and Engineering & Polytechnic Colleges across the state, identified and formed linkages with partner institutions, resolved conflicts, and negotiated agreements.
- Negotiated to close deals with partners in accordance with contract guidelines and policies of the organization.
- Prepared course schedules, managed classroom staffing requirements, verified proper tracking in databases of all student's and instructors' leaves, attendance, scores, and overall performance.
- Organized and maintained physical and digital records for easy access.

Achievements

- Prepared project documents as per specifications, developed proposals for new initiatives and collaborated with legal/compliance teams for D.Voc programmes under Community College Schemes.
- Analyzed and updated training programs, collaborated with companies like Google, Coursera, ICT Academy Kerala etc. for course delivery, testing training software/hardware, and reviewing training materials for accuracy and compliance.
- Implemented effective strategies to significantly increase the completion percentage of the Google Associate Cloud Engineer Certification course by Google India Private Limited, boosting it from 56% in Batch 1 to an impressive 95% in Batch 2.
- Successfully enrolled over 10,000 students from more than 100 colleges across Kerala for the C4CV initiative by Coursera within just two months.
- Worked closely with Electronic Sector Skill Council India (ESSCI), TATA Strive, Learnet Skills, Here Technologies for the skill courses for Community College scheme.
- In charge of Skill Delivery Platform Kerala (SDPK) aimed at providing Hi Tech classrooms in the selected Engineering across Kerala. Enrolled 250+ students from 13 institutions across Kerala for the course Introduction to Robotics offered by ICT Academy Kerala & Ionic3DP.
- Spearheaded the development of a Coding Skills course (later aligned with NSQF - Level 5) curriculum by identifying ICTK as the training partner, drafting the MoU, conducting Training of Trainers (ToT), and facilitating the enrollment of over 250 students through field officers. Successfully managed class monitoring, fee collection, tracking and course completion.
- Facilitated Need Assessment Survey in consultation with the National Service Scheme, Kerala (NSS) & PwC to identify the skill courses to be offered through Community Colleges across Kerala.

Senior Programme Manager in charge of Skill Sector Management - Tourism & Hospitality, Sports (Dec 2018 to Jan 2020)

- Coordinated programme implementation activities of the sector at the state level.
- Acted as State Nodal Officer of the state for the concerned Sector Skill Council.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Worked closely with skill councils for activities like training of trainers, student enrollment, assessment, certification, and placement.
- Coordinated with Training Service Providers to ensure effective implementation of skill programmes.
- Implemented quality measures for skill courses through content and curriculum development and industry validations.

Achievements

- Successfully managed the complete cycle of over 400 batches (12,000 students) aligned to National Skill Qualification Framework (NSQF).
- Conducted industry round table conferences to identify relevant courses.
- Collaborated with training partners like IL&FS (Learnet Skills), Manipal City & Guilds, KITTS, KTDC, Lakshmibai National College of Physical Education (LNCPE) etc.
- Resolved outstanding payment issues with third-party vendors, enabling batch closure and timely certificate delivery to students.
- Implemented tracking systems and registers to streamline work culture in the sector.
- Facilitated 50+ Training of Trainers (ToT) sessions and developed a skill trainer pool of 100+ trainers for the Tourism & Hospitality & Sports sectors.

Programme Manager, in charge of Skill Development Center (SDC) (Oct 2014 - Dec 2018)

- Led the development and execution of state-offered skill development programs.
- Designed and conducted orientation sessions for students, parents, teachers and local self-governance bodies.
- Worked with the student community to understand needs and provide training & development services.
- Ensure quality monitoring of trainers to maintain high standards of education.

- Collaborate on communication, marketing, and recruitment efforts for outreach initiatives.
- Evaluated employee performance monthly and conveyed constructive feedback to improve skills.

Achievements

- Achieved 37.5% increase in the enrollment of partner institutions in 2017-18.
- Successful in preventing & resolving the absenteeism among students by developing strategies.
- Supervised and mentored a team of 100+ staff members & more than 3000 students.
- Responsible for conducting APTIS Test by British Council for more than 1000 students of the Foundation Module batches and skill assessments for 1200+ students in partnership with the empaneled third-party assessment agencies.
- Worked with cross-functional teams on concurrent projects to achieve the Disbursement Linked Indicators of the ADB funded State skill development project.
- Successful in establishing a professional relationship with the stakeholders and making use of it in future collaborations.

Programme Manager, District Programme Management Unit (Oct 2014)

- Assisted in implementing ASAP activities effectively and timely in the district.
- Compiled and submitted monthly reports on programme implementation, quality, and financial status.
- Initiate student engagement activities in all ASAP skill development institutions.
- Conducted periodic visits to SDCs to ensure quality training delivery.
- Acted as a resource person for Management Information System (MIS) related works.

Achievements

- Developed and implemented plans to ensure quality training delivery both in foundation and skill modules in consultation with the Senior Programme Manager in charge.
- Conducted house visits for students, spending time with each student and their family to gather insights and prepare detailed case studies & submitted comprehensive reports based on these visits.
- Recruited and managed the pool of Quality Assurers.
- Facilitated placement activities within the district.

2) KUDUMBASHREE, STATE POVERTY ERADICATION MISSION, LSG DEPT., GOVT. OF KERALA

Resource Person - Micro Enterprises & Marketing (Jan 2014 - Sept 2014)

- Member Development: Recruited suitable members and trained them in business management, financial literacy, and entrepreneurship. Provided Training support services like General Orientation Training (GOT), Entrepreneurship Development Programme (EDP), Project planning and skill training, Performance Improvement Programme (PIP) & Accounting training.
- Financial Access: Facilitated access to loans, grants, and other funding for micro-enterprises, and monitored their financial performance.
- Program Management: Developed strategic plans, overseen program execution, and ensured program sustainability.
- Stakeholder Collaboration: Build partnerships with financial institutions, government agencies, and community organizations to support micro-enterprises.
- Evaluated program impact through regular assessments, implemented improvements, and facilitated Block-level Micro-Enterprise (ME) meetings to foster collaboration and knowledge sharing.
- Overall monitoring of various livelihood projects such as Cafe Kudumbashree, Goat Village, Nutrimix units, Home Shops etc.
- Acted as the SPOC of Micro Enterprise Consultants (MECs) in the district.
- Led the Marketing Team in organizing diverse sales events (monthly markets, homeshops, food festivals, trade fairs, district festivals) to connect producers and consumers.

3) 'MANUSHA'- SCHOOL OF SOCIAL RESEARCH & HUMAN RESOURCE DEVELOPMENT, CALICUT

COORDINATOR (Sept 2013 - Jan 2014)

- Responsible for initial setup of a Disability Centre, involving a wide range of foundational tasks like Needs Assessment, Centre Setup, Regulatory compliance, Resource Mobilization, Process Design, Implementation, Community Outreach and Awareness, Documentation etc. Managing and overseeing the operations of a facility dedicated to providing support and services to individuals with disabilities.
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ADDITIONAL INITIATIVES

- 1) Organized SEEK '15- Skill Enterprise Engagement for Empowering Kerala.
 - 2) Organized "SAMATHWA 2019" - A workshop, based on the theme "Enhancing Gender Equity in Employment in Industries and Businesses in Kerala". Coordination of Concurrent sessions.
 - 3) Led 'SHE Skills' - an exclusive training program for women
 - 4) Supervised Professional Student Summit (PSS) 2020 & 2023, an event to motivate students to excel in their respective areas of interest and seize opportunities arising in the state and the country, and create employment.
 - 5) Oversaw Reboot Kerala Hackathon 2020 (Online, Offline & Grand Finale).
 - 6) Conducted Industry Round Table Conclave (11 Nos) in 2022.
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CERTIFICATIONS

1. Certified ScrumMaster® - Scrum Alliance
 2. Lean Six Sigma Foundations - Project Management Institute (PMI), National Association of State Boards of Accountancy (NASBA) - LinkedIn Learning
 3. Wadhwani Foundation - Faculty - 21st Century Employability Skills Course.
 4. Take a More Creative Approach to Problem-Solving - LinkedIn Learning.
 5. Leading without Formal Authority - LinkedIn Learning.
 6. Procurement & Contracts Management by Administrative Staff College of India (ASCI), Hyderabad.
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I hereby declare that the information stated above is true to the best of my knowledge.

*Sd/-
Anjel Francis*