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Summary

Overall 11+ years of experience with 6+ Years of experience in Learning and Development.

I am a seasoned **Learning and Development Professional**. I am a **problem-solving and result-oriented professional**. I have completed a **professional diploma in Training and Development (PGDTD)**. An expert in **Training & facilitation skills**. I have **developed engaging & interactive content using Adult learning principles (ADDIE, etc.) and instructional designing models** basis the requirements of the need of audience and course. Naturally, I am inclined towards analytics given my **analytical personality type** & professional experience in **Quality monitoring and usage of Quality Control tools**. I thrive in a dynamic environment. I am an **effective communicator** and **strongly believe in the quality** of work produced.



Working Experience Timeline

Achievements

- Successful curriculum design, content development & implementation of Campus to Corporate program using a Learning Management System (LMS)
- Successful curriculum design, Content development & re-designing, and delivery of Legal collection training process
- Spearheaded Corporate Social Responsibility (CSR) initiative of “Joy of Giving” engagement activity
- A member of the pilot training team of the Corporate Social Responsibility (CSR) project to maximize financial literacy amongst college-going youth
- Successfully deployed “Training Academy” for front liners and support staff to develop their skills and make them future-ready
- Successfully deployed Training Analytics management system in the Security department
- Recognised as “Voice of Home Credit” for Voice overs in E-Learning modules
- Recognised as a master trainer for Effective Presentation Skills (in-house training module)

Educational Qualifications

- **Post Graduate Diploma in Training and Development** from ISTD- Indian Society of Training and Development
- **B.Tech. Biomedical Engineering** from Rajasthan Technical University Kota with an Honors degree

Projects and Trainings

Projects

- **Campus to Corporate Program:** An E-learning training program to prepare students for a smooth transition from academia to the professional world
- **Construction Capability Building Program:** Designed and Executed Skill & knowledge development learning Program for Construction Division across India
- **Two-Wheeler Capability Building Program:** Designed and executed Skill & knowledge development learning Program for Two-Wheeler Division (Company Initiative) across India
- **Vendor Training:** End-to-end management of Onboarding training for Vendors across India
- **Training Academy:** For front liners and support staff to develop their skills and make them future-ready
- **Legal Collection-NHT:** Curriculum design, Design and development of content, and delivery of training
- **Training Design, Content Development and delivery** of Effective communication, Change management, Body Language, Problem Solving and Decision Making, Leading and Supervising, Managing Performance, Developing others, and Delegation to directing others training module
- Designed and Developed training module of **Problem Solving and Decision making**
- **Competency Based Training:** Designed, developed & delivered training modules on Competencies like Planning and preparation, Drive for results, Influencing skills & Personal Effectiveness
- **Super Buddy:** Project for Improvement in sales performance.
- Designing, Developing & voice-over of interactive 5-10 minute video content
- **Micro-Modules project-** Preparing 7 to 10-minute videos to groom Front liners on behavioral topics like influencing skills, Email etiquette, Business communication, Conference room etiquette, etc.
- Successfully completed Seven Quality Tools Project on Super Calls

Training Received

- Received in-house training on **Influencing skills, Gangne's nine-step model, Managing Change, Presentation Skills, 7 Smart Quality Tools, Creative Problem Solving, Delegation and Prioritization, Interviewing Skills, Email Etiquette, Effective Presentation, Conflict management, POSH, Financial Literacy, Negotiation skills.**
- 4 days of in-house training regarding the basics of the **role of a QA and various strategies for effective audits and analysis** based on it

Professional Experience: Key Responsibilities

Deputy Manager- Learning and Development (Asahi & Wuerth)

- Managing end-to-end Learning and Development (L&D) process including **Training Need Identification (TNI), Training Need Analysis (TNA)**, Training calendar, design to deployment of learning solutions, and evaluation of learning impact (**Training Effectiveness**).
- Applying learner-centric development techniques like ADDIE, VARK, instructional design methodologies, 70-20-10 model, etc. in the learning programs/initiatives and content
- Expert in **Training Delivery and Training Facilitation** via ILTs (Classroom Training), VILTs (Virtual Training), and Content Development.
- Expert in **designing and developing content/ Content creation & learner support material** for Behavioral Training, Competency Based Training, E-learning, and other learning interventions
- Design, plan & execute **data-backed learning solutions** for various organization development interventions based on identified skill gaps to build employee capabilities (Learning Experience Designer)
- **Capability Building initiatives** based on the initiative/projects undertaken by the organization (Business impact Projects)
- End to End management of Learning Management System (LMS)
- Employee engagement activities
- Stakeholder management

- Vendor Management

Assistant Manager- Training & Quality (Home Credit)

- Managing end to end Training & Quality (fraud investigation)
- Training includes New Hire Training (NHT) via ILT (Classroom) and virtual ILT, Special Intervention, Vendor Training, etc.
- Capturing Training Need Identification (TNI), Training Need Analysis (TNA) planning, and conducting refreshers
- Expert in Training Delivery and Training Facilitation via ILTs (Classroom Training), VILTs (Virtual Training), and Content Development.
- Interactive Content creation, learner's support material, and updating content as per requirement & periodically
- Content Creation includes: Micro-learning and Video courses, Behavioral and skills enhancement training
- End to End creation and management of Standard Operating Procedures (SOP) and process Manuals
- Played a key role in transitioning from share drive to cloud-based data and information sharing and data keeping using Microsoft Sharepoint (digital transformation)
- Driving business & process improvement projects
- End to End Management of Learning Management System (LMS) and Driving e-learning course completion across the company
- Implementing and maintaining Training analytics
- Assessed quality issues and vulnerabilities of production operations, reported findings to stakeholders, and made suggestions for mitigation and improvement strategies

Trainer (Home Credit)

- Managing end to end training & On Job Training of New Hired Trainees(NHT batch),support staff, etc
- Regular training activities like Training Need Identification, planning and conducting refreshers, compliance audits, remote call Monitoring and live call Monitoring, data maintenance, upskilling, process improvement & streamlining existing processes.
- Interactive Content design, creation, development, and learner's and trainer's aids
- Training delivery and Training facilitation
- Employee engagement activities
- Driving business and process improvement projects
- Conducting special sessions for supervisors and front liners to improve their behavioral skills, knowledge like body Language, change management, effective communication, and Technical training like Excel, Powerpoint, and In-house applications.
- Responsible for maintaining training analytics and sharing dashboards with the stakeholders
- Supporting business as per requirements like managing the production floor in the absence of Team leaders, providing call support, Supervisor calls, etc

Quality Assurance Analyst (Home Credit, Magnum & Aegis)

- Assessed quality issues and vulnerabilities of production operations, reported findings to stakeholders, and made suggestions for mitigation and improvement strategies
- Conducting various activities and projects to implement improvement strategies for process and business
- Regular day-to-day activity of quality assurance analyst like dip-check, Audits, special audits, Self-improvement sessions, feedback sessions, sharing reports to stakeholders like performance reports, performance improvement reports

- Supporting business as per requirements like managing production floor, provided on-call support, Supervisor calls, etc
- Usage of Excel formulas & QC tools for dashboard creation, like, pivot tables and charts, basic data scrubbing, Pareto charts, etc.
- Supporting business as per requirements like managing the production floor, providing on-call support, Supervisor calls, etc
- Taking initiatives like preparing quality review decks for clients, grooming aspiring advisors for higher responsibilities, soft skills & communication skills training advisors
- Managing documentation and Reports of each process like Dashboards, ACPT reports, TNI, etc
- Conducting various projects & activities to improve Quality like Quality calendar, Calibration, Weekly call listening sessions, huddles, long call audits, Wow calls, Dip checks, etc

Sales and Service Engineer (Contel Medicare Systems)

- Sales and Service of Medical Equipment & instrument

Biomedical Engineer (RG Stone Urology & Laparoscopy Hospital)

- Service and Maintenance of Medical Equipments
- Procurement of Medical Equipment
- Monitoring of all the Delhi Branches
- Managing documentation in the Biomedical dept regarding N.A.B.H. accreditation.
- Monitoring of medical equipment & instruments in Operating Room

Key Skills

- Training Facilitator, Expert
- Instructional Design, Expert
- Quality Coach, Expert
- Communication Skills, Expert
- Problem-Solving Skills, Expert
- Time management skills, Skillful
- Leadership Skills, Skillful
- Influencing Skills, Skillful
- Interactive Content Creation & development, Experienced
- Employee Engagement, Expert
- Working knowledge of Microsoft Excel, Microsoft PowerPoint, Microsoft Word, Articulate storyline, SharePoint
- LMS: Stratbeans, Upside/Invince

Hobbies

Reading Books, Sketching & Storytelling