



MERAJ NIMBERGI

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A dynamic professional with 15 plus years of Learning & Development work experience along with Product Flow Design, in varied domains including Healthcare, IT, Insurance, EdTech, BFSI at various levels. Owns expertise in the Product Lifecycle, Learning and Development, Talent Development and Placement, Content Creation, LMS Management, Employee Relations and Engagement, Grievance, 360 Quality Management, Cost-Budget Management and Operations verticals. A certified trainer with exposure to international sales and support processes. With persistent hard work, innovation, digital technology, Instructional Design Models, and solution-oriented approach, makes me an excellent leader and a team player. Looking for challenging opportunities in the mainstream talent development areas of business.

Acquired Qualifications & Skills

EDUCATION

PGDM (HR), from Symbiosis Pune (2019)

Diploma (Modern Applied Psychology), from Udemy (2021)

BSc (Computer Science), from Goa University (2007)

COMPETENCE

- ❖ Hands on expertise on creating L & D Department from zero level.
- ❖ Expertise in Talent Development and Placement Support, Product conceptualization, Instructional Design Models, Planning, Strategizing, Customer Requirement & internal stake holder requirement fulfillment, Product release, Market Research and Evaluation.
- ❖ Developing and grooming team of 3000 plus employees.
- ❖ Proven Attrition Management Expert
- ❖ Worked for varied sectors – Edtech, IT, Insurance, Healthcare, BFSI
- ❖ Expertise in handling large size teams by strategising, driving and motivating team members to achieve organizational goals.
- ❖ Proven proficiency in end-to-end Training profile including Inductions, OJT/Nesting, Sales, Product and Process, Soft Skills, Behavioral skills and System Applications.
- ❖ Experience in Content Development, Gap Analysis, Cost & Budgeting, Attrition Management, LMS Management, Annual Training Calendar Management, Succession Planning, Employee Relations & Engagement.
- ❖ A tech savvy team player, with expertise in data analysis and hands-on experience in generating MIS reports.
- ❖ Plied role - Product Critic to enhance Product & Processes by 360 Quality Control Management.

Career Profile**Deputy General Manager – Training and Quality, upGrad|Talentedge
Pune, Maharashtra****(19th September 2018 – Till Date)**

Company Profile: upGrad|Talentedge is an Ed-Tech firm established in 1992. It offers courses jointly with world-leading Universities and Institutes to bring 'Live & Interactive' anywhere learning in digital format.

Responsibilities:

- Established the Training Department from scratch five years ago which is successfully flourishing.
- Heads the Training and Quality Department for a strength of 3000 plus employees across 3 locations (Noida, Bangaluru & Pune).
- Responsible for Talent Development, Placement, Degree Product design, Strategizing, Market study, release, and implementation using Instructional Design Models.
- Leads a team of trainers and Quality Analysts along with close Alliance Team for new Projects.
- Responsible for end-to-end training and evaluation cycle for all the employees from Induction to OJT to Process, Product Trainings to Refreshers to Leadership Development to Soft Skills to System Applications through Physical classrooms to Online environment - LMS Management.
- Designing and executing Annual Training Calendar across 3 locations.
- Supports Alliance Team for new tie ups with Market Landscapes.
- Proficient in Storyboards, Content writing and designing along with LMS and eLearning Modules.
- Hands on experience in forecasting, Analyzing and Budgeting.
- Other skills include Employee Engagement, Succession Planning, Attrition Control.

**Manager - Learning & Development, Indus Health Plus
Pune, Maharashtra****(17th August 2015 – Till Date)**

Company Profile: Indus Health Plus is a pioneer in the preventive health care industry with an ISO 9001-2008 certification. Established in the year 2000, it has grown by leaps and bounds over the last decade and a half.

Responsibilities:

- Established the Training Department from scratch.
- Identifying training needs across verticals, at all levels that are in sync with the expectation and need of the respective process owners & the management.
- Creating solutions-based content to meet the training need identified.
- Organizing deliverables for the learning & development department using Instructional Design Models.
- Grooming the inbound, outbound sales and support processes to meet their goals and optimize their potential.
- Developing audience specific content and effectively delivering Soft Skills, Communication skills, Behavioral trainings, Process specific, any new system application trainings.
- Evaluate and map effectiveness of the trainings post defined tenure.

- Bases training evaluations, identifying TNIs and the respective bottom quartile audience for refresher trainings.
- Conducting Refresher & Cross-function trainings for tenured employees.
- Generating Reports – Training reports, MIS, Monthly Calendar, Annual L & D Calendar, Planned v/s Achieved Trainings, maintaining FLO report, Induction Schedule & Coordination, Retention Report.
- Team up with Marketing Team to identify, plan, design, implement new Product as per the market/customer requirements.
- Forecasting and maintaining training budgets. Analysis of training expenses.
- Delegating tasks and responsibilities to new trainers.
- Conducting weekly Employee Engagement activities to boost the employee morale.

Process Trainer - EXL Service Pvt. Ltd
Magarpatta City, Pune - Maharashtra

(24th November 2008 – 21st August 2014)

Company Profile: EXL Service is a US based provider of decision-analytics, operation management, outsourcing, business transformation and IT services. EXL's services are structured around insurance, banking, financial services, utilities, healthcare, transportation and travel industries for their global clients. Reported to the Senior Manager-Operations.

Responsibilities:

- Reviewing and understanding the functions and the functionality of various processes for content development and delivering detailed and thorough product training for batches with 20 to 30 agents and generating reports for the same.
- Familiarizing the trainees to the client culture through Cultural sensitization modules.
- Conducting and evaluating written and system assessment (PKTs) for TNI.
- Mock call practice for first go clearance goal for new joiners in order to minimize training hours.
- On job training – nesting through the OJT period.
- Creating and delivering need based behavioral trainings for skill developments.
- Handling attendance, performance, salary issues, and transport issues along with extended counseling for personal issues as well with the perspective to go the extra mile to ensure retention and minimize attrition.
- Conducting weekly quality review meeting, with the respective teams, to enhance performance.
- Update teams on timely new updates including manuals, handouts through refresher training.
- Weekly interaction with the clients to keep in line with the client perspective.
- Generating Reports – Training reports, MIS, Monthly Calendar, Annual L & D Calendar, Retention report.

Sr. Executive - Infosys BPO
Hinjewadi, Pune – Maharashtra
(7th May 2007 – 15th October 2008)

Company Profile: Infosys BPO focuses on integrated end-to-end outsourcing and delivers transformational benefits to its clients through reduced costs, ongoing productivity improvements, and process reengineering.

Responsibilities:

- Started career as a Java Developer with Infosys IT in 2007 and post 8 months shifted to Infosys BPO.
- Project a professional company image through phone interaction and identify, research, and resolve technical queries posed by the customers, also maintain detailed call logs and reports for the same.
- Recognize, document and alert the supervisor of trends in customer calls and recommend process improvement mechanisms.
- Other duties as assigned

EXPERTISE :

- Hands on experience to start and head Training Department from the scratch
- Holds the record to have zero attrition for 2 consecutive years
- Has expertise to work under pressure and strict timelines
- People oriented and has the ability to influence people to work towards common goals
- Quick Learner
- Agile to the new challenges
- Excellent Time Management
- Strong with System Applications(MS Office - Power Point, Excel, Word)

PROJECT:

- Has designed process manual called OPG for ERS process with EXL Service pvt ltd
- Have successfully completed it-project for the Goa University named:Vidya-The Participants Information System

EXTRA CURRICULAR ACTIVITIES:

- Passionate about Gymnastic
- Writing urdu poems
- Participated in elocution,essay-writing,quiz(maths)
- Sports Interest - running,shot put,disc throw

ACHIEVEMENTS:

- Has successfully completed TTT (Train the trainer) program with EXL Services pvt ltd
- Won first prize at taluka level in maths quiz
- Participated in All India IT meet Infofest 2006, held from 14th December to 16th December 2006 at the goa university
- Was NCC cadete during graduation

Personal Details

Languages known: English, Hindi, Konkani and Marathi
Location preference: PUNE, MAHARASHTRA