

# MRUDULA SANGRAM

## ASSISTANT MANAGER: TRAINING

### PERSONAL PROFILE

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Extensive experience as a learning specialist and program manager. Managed end-to-end leadership and development courses for professionals at Deloitte, ITSY BITSY, TZMO India South & Reliance Retail. With a keen eye for detail and excellent organizational skills, I have managed cross-functional teams and delivered results within budget and timelines. Additionally, my ability to collaborate with stakeholders and foster strong relationships has resulted in successful program delivery and stakeholder satisfaction. With a passion for driving continuous improvement and innovation, I am committed to leveraging my skills and experience to deliver value and achieve business objectives.

### STRENGTH

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Exceptional communication and people skills

- Successful working in a team environment, as well as independently
- Strong alignment to problem solving.
- Detail oriented & effective planner
- Strong analytical & decision-making skills.
- The ability to follow instructions and deliver quality results.

### WORK EXPERIENCE

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#### **Deloitte USI (Payroll: TeamLease Digital Pvt Ltd.), Assistant Manager Training**

16TH JUNE 2022 - PRESENT

#### **Key Responsibilities:**

- As a learning specialist I provide solutions across target workforce groups and job roles and help organization and business units take a more strategic view of their development needs across the organization whilst offering very structured and tangible solutions:
- End to end program management of leadership and professional development courses that are conducted for professionals across Deloitte.
- Identify and prepare instructors/vendors to ensure effective classroom facilitation.
- Conduct/schedule train-the-trainer (TTT) or program material walkthroughs as required.
- Create and maintain program-specific checklists for use by the delivery team and to ensure smooth delivery.
- Plan, support, and oversee end to end program delivery.
- Manage administrative tasks such as table assignments, attendance capture etc.

## EDUCATION

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Ramaiah Institution of Managements. (Mysore University) MBA in Human Resource 2016

Atria Institute of Technology (VTU) Information Science Engineering 2014.

## ACHIVEMENTS

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- You Inspire- Extraordinary Award, 2019
- Performer of the Month Award, 2020
- Performer of the Month Award, 2021
- Star Performer Award, 2021

## TOOLS

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- Microsoft office Excel
- PowerPoint concepts
- MS Word
- MS Teams & Zoom

- Manage room set up like Materials, supplies etc.
- Assist with security clearance for external facilitators/ participants.
- Manage onsite and external location registration desk and traffic control.
- Assist Instructor/Cast/coach/participant during event.
- Coordinate local office space sourcing and catering.
- Determine technology needs for session, coordinate with ITS, Video Network Operations.
- Review program feedback on an ongoing basis and flag opportunities for improvements.
- Partner with the curriculum design team on program updates.
- Create learning reports & publish reports at the end of program delivery.
- Support branding and communication of the programs.
- Develop and maintain strong relationships with stakeholders.
- Drive initiatives to increase participant engagement in training, devise measures to assess and evaluate effectiveness.
- Manage vendor relationships as needed.

### **ITSY BITSY PVT LTD. - L&D MANAGER (LEAD)**

8TH NOV 2021 - 8TH APRIL 2021

#### **Key Responsibilities:**

- Heading The Training Team, I am responsible for all the Training related requirements for all the Brands coming under ITSY BITSY PVT LTD.
- TNA, Training plan, Training Delivery & Feedback.
- Recognizing the training needs of all departments.
- Planning training calendar based on the requirements received from Management as well as from the individual departments.
- Conducting induction training for new joiners.
- Recording attendance & feedback for every program.
- Training conducted: ACE Customer Training, Process Training, Process Training, Refresher Training, Soft skills Training, Sales Training.
- Executing Managerial and Leadership Development Strategies that helps build a growth-oriented organization.
- Leadership Programs conducted for Managers of various departments.
- Leadership Training for ASMs, Store Managers, Sales Associates.
- Building learning and development capabilities for effective learning partnership.
- Getting trained and certified on newly released products by manufacturing & designing team.
- Training and certifying "The Product Experts" on any new or updated products.
- Collecting the requirements and inputs from the management for content preparation on Products, SOP, Company Induction, LMS, Process, Sales Scripts etc and put together a presentation.
- Preparing Materials for any New Product going to be releasing in the market.

## CERTIFICATION

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Coursera:

- Conversation that inspires: Coaching Learning,
- Leadership and Change Management.
- Leading transformations: Manage Change
- Leading Teams Conflict Transformation

## CONTACT

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## TZMO India South (FMCG) - Assistant Manager Training

1ST JUN 2021 - 17TH SEP 2021

### Key Responsibilities:

- Heading The Training Team, I am responsible for all the Training related requirements for all the Brands coming under TZMO India South.
- Training need analysis, Training plan, Training Delivery and Training Feedback.
- Executing Managerial and Leadership Development Strategies that helps build a growth-oriented organization.
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- Leadership Programs conducted for Deputy Managers and Assistant Managers of various departments.
- Leadership Training for ASMs, TSMs & the sales officers.
- Executing high impact learning initiatives to build sales force capable of solution selling.
- Building learning and development capabilities for effective learning partnership.
- Getting trained and certified on newly released products by Poland Team.
- Training and certifying "The Product Experts" on any new or updated products.

## Reliance Retail Pvt Ltd( Digital Business)- Assistant Manager Training

17TH MAR 2016 - 7TH MAY 2021

### Key Responsibilities:

- Reporting to Regional Training Manager, I am responsible for all 'Learning and Development' related requirements for the Reliance Digital Stores (Karnataka).
- Chosen for APPLE Training by the brand out of 45 trainers to conduct all the product training.
- Executed NSO and PSO training and aligned training plans with business targets and budget.
- Pulling out LMS reports, segregate it cluster wise for each department and sharing with all the stores for completion.
- Developed training plans and ensured completion as per plan.
- Accountable for Monthly, Quarterly, and Yearly Business review
- Identified areas of improvement for process, product, and system and collated training needs
- Conducted training deliveries on company Induction, process, systems, products, soft skills, and grooming standards.
- Developed content and designed new training modules for increasing sales team efficiency.
- Measured each training delivery through feedback and assessments.
- Executed DMIT program and leadership programs for Store and Department Managers.
- Handled Mystery Audits and was part of the DMIT selection process panel.