



**TORAL V**

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Please accept this letter as a confirmation of my interest and application for the Director / Head / VP Learning & Development position available at your Organization.

For over 27 years I have had the opportunity to plan and implement transformational environments and a performance driven organizational culture. I have positioned the learning vertical to support significant Organizational growth and turnarounds by honing and nurturing people to produce optimum results.

I have formulated concepts to strengthen and lead new learning initiatives, that have boosted and maintained employee morale despite times of uncertainty and change.

I have transformed the learning vertical into a responsive, indispensable support function that produced substantial productivity and growth.

A wide spectrum of domain expertise, knowledge and skills positions me well to align with your leadership team.

Experienced with people and training management, and issues inherent in the business environment, I believe I can contribute experiences unique to the senior talent development role of a Director / Head / VP Learning & Development at your Organization.

Some of the skills that I possess that sets me apart are:

- Training Management
- Excellent Communication
- Organizational Development
- Transformational Leadership
- Entrepreneurial Mindset
- Content Management
- Capability Development
- People Management
- Business Alliances
- Shareholder Accountability
- Agile & Flexibility
- Emotional Intelligence
- Diversity and Inclusion
- Resilience

Having worked across the spectrum of Learning & Development, I understand how to position the vertical for Organizational growth. I see notable opportunities to align myself with the demands of the industry to achieve measurable and mutually beneficial success.

The time is ideal for a new challenge, and I am ready to take my expertise and talent to a new level.

## **CAREER SKETCH**

- **OCTOBER 2018 TO DATE**  
**FOUNDER | MANAGING PARTNER | COO – PROARC - ACADEMY OF EXCELLENCE.**  
**CHENNAI | HYDERABAD | BANGALORE | MUMBAI.**  
**ROLE & RESPONSIBILITY:**
  - Plan and execute on the organizations' overall L&D strategies.
  - Evangelize a culture of lifelong learning Introduce new L&D programs on an ongoing basis to support changing strategic objectives.
  - Anticipate (and eliminate) future skills gaps through incisive new L&D programs.
  - Architect and execute integrated learning programs that enhance accountability and growth.
  - Build client relationships, and establish vendor and strategic partner relationships to roll out innovative and experiential learning models.
  - Create customized development plans, offer hands-on guidance as a recognized l&d subject matter expert (SME).
  - Collaborate with Functional leaders to implement effective learning strategies
  - Create and implement customer centric training programs to enhance our clients' business and brand.
  - Contribute to performance management processes.
  - Identify new learning methodologies and implement the Learning Management System to enhance human capital capabilities across client organizations.
- **MAY 2018 TO SEPTEMBER 2018**  
**HEAD, LEARNING AND DEVELOPMENT – ZYSOL INTEGRATED SOLUTIONS,, HYDERABAD, TELANGANA.**
- **MAY 2017 TO APRIL 2018**  
**CEO – SEQUOIA LEARNING SERVICES, CHENNAI**
- **DECEMBER 2016 TO APRIL 2017**  
**FREELANCE L&D CONSULTANT– CHENNAI**
- **FEBRUARY 2013 TO NOVEMBER 2016**  
**CEO – SLS, CHENNAI**
- **JULY 2013 TO JULY 2014**  
**TRAINING AND DEVELOPMENT PROGRAM FOR A CLIENT– CONTRACTUAL BASIS**

- **06<sup>TH</sup> JULY 2012 TO 06<sup>TH</sup> AUGUST 2012**  
**CONSULTANT, WADHWANI FOUNDATION (WF): (WITH PERMISSION FROM THE THEN CURRENT EMPLOYER - GREENSHOOTS)**
- **OCTOBER 05<sup>TH</sup> 2009 TO 10<sup>TH</sup> DECEMBER 2012**  
**MANAGER - TRAINING AND DEVELOPMENT AT GREENSHOOTS**
- **APRIL 03<sup>RD</sup> 2006 TO AUGUST 07<sup>TH</sup> 2009:**  
**SR. FACILITATOR – LEARNING & DEVELOPMENT AT 24/7 AVIVA COS-C - WNS - GLOBAL SERVICES**
- **MAY 04<sup>TH</sup> 2004 TO JAN' 31<sup>ST</sup> 2006:**  
**SR. TRAINER – LEARNING & DEVELOPMENT AT SUTHERLAND GLOBAL SERVICES, CHENNAI**
- **MARCH 11<sup>TH</sup> 2002 TO MARCH 30<sup>TH</sup> 2004:**  
**ASSISTANT MANAGER AT THE PRO TRAIN+ ACADEMY**
- **MARCH 04<sup>TH</sup> 1996 TO FEBRUARY 25<sup>TH</sup> 2002**  
**FREELANCE TRAINER**
- **AUGUST 01<sup>ST</sup> 1994 TO FEB 29<sup>TH</sup> 1996**  
**SENIOR CUSTOMER SERVICE EXECUTIVE AT THE SILVER SANDS BEACH RESORT, MAHABALIPURAM, CHENNAI**

**GIVEN BELOW ARE SOME OF THE CAPABILITIES THAT I HAVE GARNERED OVER THE SPAN OF MY PROFESSIONAL CAREER.**

#### **I] PROFESSIONAL FOUNDATIONS:**

- Strong interpersonal skills, with the ability to effectively operate in a culturally diverse environment and across a variety of position levels with astuteness and sensitivity.
- Collaborative and Transformational leadership style with a demonstrated ability to lead, guide, inspire and influence.
- High degree of integrity, confidentiality, organizational and decision making skills, with a keen sense of business acumen.
- Able to work under stringent deadlines and high pressure and be able to prioritize a heavy workload with multiple deadlines.
- Ability to work autonomously and with flexibility.
- Astute & Fluent Communication skills; oral and written.

#### **II] TRAINING & DEVELOPMENT FOUNDATIONS:**

- Manage the end-to-end development process, including training design and delivery.

- Manage all aspects of training lifecycle, including the supervision of ongoing training programs, development of future training programs, and training consultation with key stakeholders, marketing and communications of programs, manage budgets and resources, reporting and maintenance of training records, vendor and stakeholder management.
- Envision, customize and implement the LMS and employees' learning journey for client companies, based on specific learning requirements.
- Build an impact-focused culture within the processes and teams, providing coaches and training support to employees and managers in the design and delivery of their programmes.
- Maximize and measure the impact of professional learning and development in order to encourage and support evidence-informed practice.
- Take corrective action to improve unsatisfactory performance, in consultation with appropriate operations management.
- Assess, design, deliver/facilitate and evaluate learning/management programs (use of adult learning methodologies) and obtain pilot feedback and synthesizing into a program build.

### **III] KNOWLEDGE MANAGEMENT:**

- Align curriculum modules to specified competence.
- Manage the development of instructional materials (e-learning, facilitators guide, job aids, reference guides, audio and video scripts, navigational text, tests, etc.) that transforms complex information into professionally written, interactive instruction.
- Implement training assessment and evaluation methods to measure individual success and program effectiveness, and to continuously improve resources.
- Manage all aspects of Learning Delivery for all strategic initiatives in the geography.
- Promote L&D knowledge sharing through the organization's operational business processes and systems by, strengthening links between knowledge sharing and the information systems, and improving integration among information systems in the organization, to facilitate seamless exchange of information across systems.
- Implement new-age Learning Management System and leverage all in-built workflows for maximizing efficiencies.
- Promote collaborative tools such as activity rooms to facilitate sharing of ideas and work among internal teams and external partners.

### **IV] TEAM MANAGEMENT:**

- Proven team management skills leading, motivating, managing assigned team members to effectively deliver predetermined learning goals and objectives.
- Consistently coach team members with a focus on enhancing their effectiveness and productivity.
- Design and implement innovative strategies for developing people management by prioritizing and sequencing areas for focus.
- Create and implement on-boarding and leadership development experiences for employees and team members that are scalable within / outside the Organization.
- Lead and/or support development initiatives to improve individual and team performance across the business and enhance employee core capabilities.
- Prepare and deliver performance appraisals for team members (when and as appropriate),

providing relevant and specific feedback.

**V] VENDOR/CLIENT RELATIONSHIP MANAGEMENT:**

- Develop and manage external vendor/partner/client relationships resulting in high-quality, cost-effective learning solutions.
- Work with client partners and business leaders to identify and implement organization learning programs and talent management processes.
- Strong relationship building skills and ability to work with internal/external clients/partners at varying levels in an organization.
- Build and cultivate relationships with internal clients.
- Establish strong personal credibility and build client relationships throughout the organization.

**LANGUAGES KNOWN ENGLISH** (Read, Speak & Write - Fluently) | **HINDI** (Speak - Fluently) | **GUAJARATI** (Speak - Fluently) | **TAMIL** (Speak - Moderately) | **CREOLE** (Speak - Moderately) | **FRENCH** (Read & Speak - Moderately).

**REFERENCES WILL BE PROVIDED ON REQUEST.**