

## VIVEK KUMAR JHA (FC LEARNING MANAGER)

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Total Experience: 4 Years 4 Months

Current Package:Rs 8.32 Lacs Per Year

Last updated: June 5, 2016

Current Company: Amazon.in

### Objective

Seeking a challenging career with a reputed organization where I could leverage my experience and learning towards mutual growth.

### Specific

- ☐ Working as **Learning Manager** Since Oct 2015 till date in **Amazon.in**
- ☐ Worked as **Fulfillment Center Trainer** since August 2014 – September 2015 in **Amazon.in**.
- ☐ Worked as **Kindle Content Quality Associate** since Feb 2012 – August 2014 in **Amazon.com**
- ☐ Bachelor of Engineering with specializations in Information Technology from Padre Conceicao College of Engineering.
- ☐ An effective communicator with excellent interpersonal relationship building and mentoring skills.
- ☐ Quick learner with zeal to acquire new skills; Strong analytical and problem solving abilities.

### Organizational Experience

**Total Experience:** 4 Years and 04 Months

Start Date	End Date	Company Name	Position Name
1/10/2015	Till Date	Amazon.in	Fulfillment Centre Learning Manager
5/8/2014	30/09/2015	Amazon.in	Fulfillment Centre Trainer
20/02/2012	4/8/2014	Amazon.com	Kindle Quality Associate

### Key Responsibilities:

#### Learning Manager

- Designing the Training Calendar based upon the Labor Model shared by central finance team.
- Achieving the Learning Curve Target of the Associate as planned.
- Doing Training Audit using the tool called Audit Centre.
- Performing on Job training of new hire using TWIs (Training within Industry) model.
- Develop and organize training manuals, multimedia visual aids, and other educational materials
- Conducting Training Need Analysis and Training Need identification at associate and manager level to bridge the knowledge gap.
- Conducting virtual learning session for participants using Cisco WebEx session to build virtual learning library.
- Publishing Weekly Learning Dashboard to senior leadership to show the activity and initiative taken.
- Continuously working to improve the process by suggesting tool improvement.

## Kaizen/Project Initiative

Kaizen Activity	Description	Key Role	Year
555 Audit Mechanisms	To audit the AA's to identify training gap to perform the coaching in real time and record to establish trend of weak area from Safety, Quality and Productivity Point of view.	With help of Amazon Analytics team developed a web page application listing the key job instruction of each process and record the data which can be pulled out in .csv format	2013
FloorQuality Ambassador	Team of Ambassador who will work live in aisle in guiding the new AA's to identify different location of FCs, listing out physical barrier and resolving by connecting to in line support function and providing support Loss and prevention team by identify Shrink ASIN.	Shortlisted and training of Floor Quality Ambassador in all the function of FCs, defining the action item as what needs to be done when coaching, resolving physical barrier & reporting theft ASIN	2014
Auto Populating Skill Matrix	To help Operations to get skill matrix of AA's in real time to move AA's from one process to another without investing much time in identifying and utilizing the this time in productivity	Developed a Macro excel based data which fetches the data from LMS (Learning Management System) and populates the skill which was updated by L&D when trained and released	2015
Yard Management System	To Train and horizontally deploy the YMS application in Amazon.in to track the vehicle reporting and movement in Amazon facilities	Got trained by the Amazon.com trainer using which train the POC of Amazon.in of all site, apart from training developed the Manual and troubleshooting tool using Trouble ticket Mechanisms.	2016

## Academics

University	Course	Year of Completion	Grade	Percentage
Padre Conceicao College Of Engineering	Information Technology	2009	Bachelor Of Engineering	60.00%
Kendriya Vidyalaya	C.B.S.E	2005	XII	65.50%
Kendriya Vidyalaya	C.B.S.E	2003	X	73.20%

## Awards

Award Name	Activity Name	Year
Above and Beyond	Going Beyond the line of responsibility to support Quality by establishing the process of Floor Quality Ambassador	2015
Bronze Medal	Maintaining the best productivity and defect rate	2013
ZEDO	Maintaining 0% defect record for one entire month	2012

## Declaration

I hereby declare that all the information provided above is true to best of my knowledge.

Date: June 6, 2016

Location: Delhi

Sign: Vivek Kumar Jha