SONA SARA JOHN
LEARNING AND DEVELOPMENT | TRAINING COORDINATION | OPERATIONS

CONTACT

- 📞 +91 7358091606
- ✉️ sara1902@yahoo.com
- 📍 India
- 🌐 www.linkedin.com/in/
  https://github.com/sara1902-hub/professional/

EDUCATION

- **NIBM**
  Master of Business Management - CRM
- **STELLA MARIS COLLEGE**
  Bachelor of Arts - Sociology

SKILLS

- LMS administration
- Training Coordination | Operations
- Customer Relationship Management
- Stakeholder Collaboration
- Time Management Accountability
- Project Management
- Emotional Intelligence
- Effective Communication
- Problem-Solving & Critical Thinking

CERTIFICATION

LEARNING CHAMPION PROGRAM
S.T.E.P-1(STRATEGIZE TRANSFORM
EMPOWER PERFORM)

ACCOLADES & RECOGNITION

- CEO Award – Exceptional Delivery (2018)
- Service Ka Sartaj Award – Service Excellence
- Best Quality Certificate – Process Improvements
- Top Performer PAN India – Recognized for superior results
- Customer Service Gold Coin Award – For best practices

PROFILE

LMS Professional | 15 Years of Global Experience in Learning Management Systems & Client Support

Experienced Learning Management System (LMS) Administrator with a strong background in managing end-to-end LMS & content management operations, including system configuration, user administration, and platform optimization. Proficient in handling LMS platforms and skilled in using content authoring tools. Successfully led LMS migration projects, supporting the review, content cataloging, content curation and testing of digital learning content, including SCORM, xAPI, and AICC-compliant eLearning modules. Adept at metadata tagging, data migration and system integration, ensuring quality assurance, governance compliance and a seamless transition aligned with institutional and client-specific goals. Experienced in project coordination, milestone management and project tracking, with a focus on timely delivery, change management and stakeholder communication. Skilled in conducting User Acceptance Testing (UAT) and enhancing learner experience through continuous process improvement and effective cross-functional collaboration. Recognized for strong attention to detail, excellent communication skills and a consistent focus on quality assurance, process improvement track record of driving operational excellence, stakeholder satisfaction and innovation in corporate learning environments.

CORE COMPETENCIES_TOOLS & APPLICATIONS

LMS Applications: Cornerstone, SABA, SumTotal, SuccessFactor, ExpertusOne, Absorb, AU & ME
Website Management: Visual Studio code, S3 browser, Admin console, Salesforce, Quotation Builder, .json, user permission in repository servers and Github
Ticket based Applications: Outlook, ServiceNow, LARS, Moxie Chat
Content Applications: Articulate 360, Aprimo
Software Testing Applications: JIRA
Other Applications: SharePoint, Figma wireframe design, PeopleSoft, EBBS, Kana, E-cards, CCMS & Meridia, DocuSign, AZDoc Portal, MS Office.

WORK EXPERIENCE

Schneider Electric Systems India Pvt Ltd – Chennai
Manager – LMS Administration (Mar 2019 – Present)

- Administer and customize Learning Management System (LMS) platforms, manage user permissions, digital learning content lifecycle and customer-facing training websites. Develop and maintain regional training calendars in coordination with global operations, ensuring timely delivery and milestone management.
- Provide Tier 1 and Tier 2 technical support, resolving incidents and maintaining system performance and user satisfaction.
- Implemented agile workflows to enhance cross-functional collaboration, improve process efficiency and optimize instructor utilization aligned with business goals.
- Spearhead CRM-based marketing campaigns to drive training program awareness, track participation, and enhance learner engagement.
- Manage ongoing system operations, including configuration, incident resolution and stakeholder communication to ensure governance compliance and platform optimization.
- Facilitate learning initiatives such as:
    - Connect (onboarding to new technologies and processes),
    - Coach (on-the-job training bridging knowledge gaps),
    - Check (skill gap assessments and training alignment),
    - Construct (custom learning design),
    - Certify (formal certification through online exams).
- Led UX/UI enhancements and website management using Visual Studio, Admin Console. Maintain server repository access through GitHub, ensuring responsive design, content compliance and improved user experience. Additionally conduct User Acceptance Testing (UAT) and support change management to align with institutional and client-specific goals. Work closely with software developers for API integration in Postman
- Support LMS migration by conducting content cataloging, content curation, content testing and metadata tagging for SCORM, xAPI and AICC-compliant eLearning modules.

Bahwan CyberTek Consulting (Client: AstraZeneca)
Sr. Principal Consultant   May 2017 – Sep 2018

- Trained SABA admins, managed learning operations, collaborated with stakeholders and conducted Root Cause Analysis for service improvement to maintain data systems and documented RCA/KBAs.

Expertus InfoTech Pvt. Ltd (Clients: Pfizer & Alstom)
Sr. Training Coordinator   Jun 2016 – Jan 2017

- Managed (catalog, roster, content), coordinated training logistics, provided user support for multiple LMS, generated operational reports, and supported finance and client communications.

Standard Chartered Bank
Sr. Officer – Operations & Training Support   Apr 2007 – Aug 2013

- Managed SCORM content in Articulate (upload, test, deploy, track), coordinated financial and KYC operations (transactions, disputes, EBBS, surrogate docs), escalation matrix maintenance and produced daily/monthly sales reports and analytics.