

Vikas Ravi

Independent Learning and Development Consultant

 info@visualcv.com  +(91) – 8838658243  India



Learning and Development | Training | Learning Culture | Knowledge Transfer

Industries where Dheeraj has created a difference with a Consultation Exposure:

Multinationals, IT, ITeS, Financial Services, Retail and Wholesale, Healthcare Manufacturing

Executive Summary

Extensive domestic expertise for over 20 years in Coaching, Mentoring, Training and Development, And Consulting Services domains. A proven track record of enabling companies to achieve their strategic objectives through people – their most valuable assets, he comes with comprehensive knowledge of best practices, and trending technology that would aide in the enhancement of training and learning. A Subject Matter Expert in Training and Development for Management and Staff, Facilitating, Assessing and Moderating Leadership Programs, he directed successful trainings and workshops through Transformation Initiatives Empowerment, Change Management, Culture and Diversity for over 35,000 personnel. Sought out by SAARC countries couple of times for Rafi Ahmad Kidwai National Postal Academy for rendering knowledge transfer. Exhibiting expansive experience developing and motivating people across various industry verticals, as a Learning and Development leader, Dheeraj curates a learning culture, ensuring that learning opportunities are both relevant and effective, to increase the capability and knowledge of people and of the organization as a whole. Passionate about people development and deriving immense pleasure by witnessing clients unleash their hidden potential.

Career Snapshot

Hero MindMine Institute Private Limited

Throughout his career as a Senior Trainer, he planned and developed behavioral trainings with emphasis on enhancing personality traits and team building techniques. Consistently ensured Leadership Quality Assessment for management staff and organized Personality Development Trainings. Vigorously oversaw training programs, conducted orientation sessions whilst continuing education trainings. Recognized for his expertise in analyzing, preparing and conducting soft skills training to enhance customer experiences.

I Gate Global Solutions

Integrating expertise in Training with organizational objectives, Dheeraj facilitated extensive assistance in the conception, development and delivery of classroom training material to enhance employee performance in utilizing search engines for job-related searches. Responsible in creating, delivering and curating targeted competency building interventions including trainings, coaching & behavioral change management required to address Skill Gaps needed to be successful in the competitive market place. Functioned as part of a highly creative team of professionals seasoned with Skill building experiences in the domain of Leadership and Behavioral Change. Prepared periodic work reports for senior management.

Hero ITES

Supported the implementation, maintenance, and evaluation of learning programs that aide employees and leaders in the talent development lifecycle. Focused on implementing and maintaining processes, tools, data, education, and communications that support local as well as learning programs. Responsible for assistance in development of program content and delivery of trainings for employees through in-classroom as well as live virtual classrooms, Voice Processes for Capital One bank, and checked quality of programs to result in enhanced performance of employees.

Career Timeline

2008 – 2019

Deputy Manager – Learning and Development
Gen-Z QuizMe Institute Private Limited

2007 – 2008

Subject Matter Expert
Z-Gate Global Solutions

2005 – 2007

Senior Associate
Gen-Z ITES

2002 – 2005

Associate
AirJet Broadband and Telephony

2001 – 2002

Senior Executive
JP Charitable Trust

1998 – 2001

Senior Associate
CrossRoad

Academics

- Bachelor of Commerce (Honors)
- Master of Arts – Psychology

Certifications - (Refer to the doc)

- Advanced Italian Language Course
- Italian Culture Centre
- Delivery of Soft Skill Sales and Service Training Sessions Certification from MSIL
- Delivery of Customer Service and JD Power Training Sessions Certification from Toyota
- Leadership Development Program Trainer
- Certification from CSIR
- Towards Leadership Program
- Certified by BSF as the designated trainer for Toyota and other prominent organizations

Highlights

Consultant Institutional Marketing and Training –

Enhanced the training processes of implementation and provisioning through directing projects / teams assisting in Phase 1 of new business strategies.

Generated revenue by spearheading Client Acquisition Meetings as the Lead Trainer.

Senior Trainer Institution and Key Accounts –

Conceptualized, structured and executed training content for numerous soft skills subjects and learning solutions.

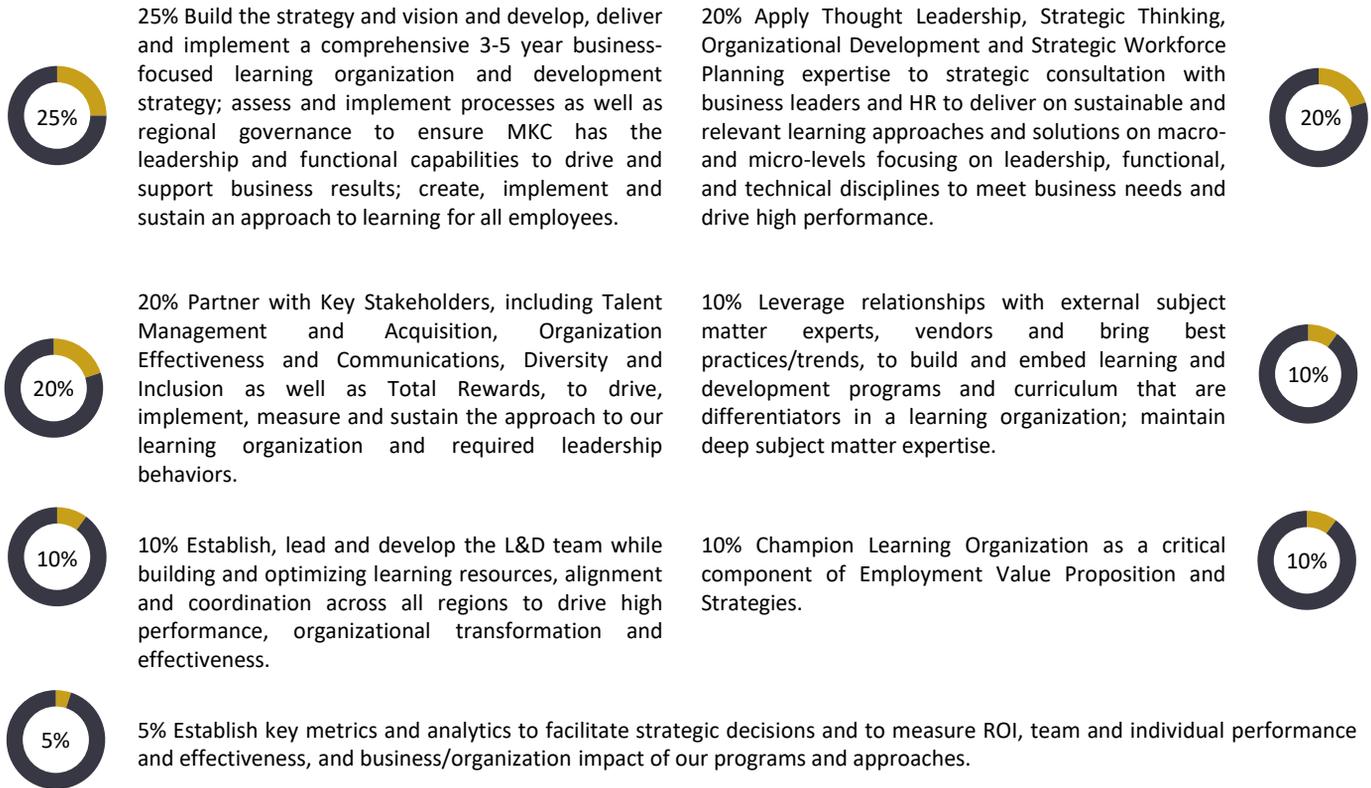
Developed standardized work reports and circulated it amongst the higher management and clients, while concurrently scheduling versatile employee training sessions – assigning them to his subordinates.

Senior Trainer Corporate High Value Accounts –

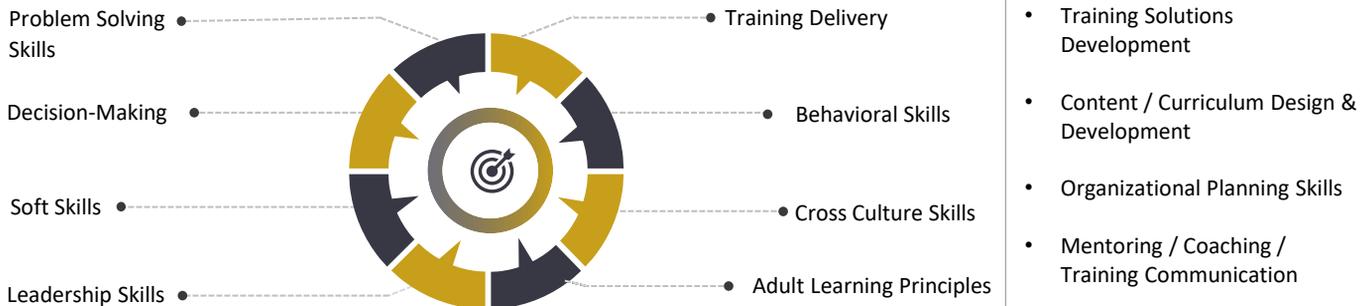
Facilitated the understanding and application of adult learning principles in classroom training through integral assistance in the designing and development of presentations for the Train-the-Trainer workshop for the team and training partners.

Collaborated with senior management, organizing, implementing, overseeing and aiding training sessions accordingly.

Critical Impact



Core Skills



Industries

- Banking & Finance
- Power & Energy
- Engineering
- Pharma
- Automobile
- FMCG
- Oil & Gas
- Hospitality
- Healthcare
- Consumer Durables
- Government Departments
- Public Sector Undertakings
- Construction / Real Estate Manufacturing

Thought Leadership Across

Development Actions

- Collaborate with heads of function or business areas to develop learning and development strategies to address current or future capability gaps across the organization working closely with resourcing and talent planning colleagues.
- Build an external network to keep abreast of emerging trends, technological innovations and leading practice within the market to inform your learning and development practice and strategy. Identify a new innovation or technology enabled solution that would benefit your organization and develop a fully costed business case.
- Take responsibility for the overall approach and design of a major learning programme in your organization. Consider who to involve from your team (and the wider business) to ensure it is skilled and resourced appropriately. Develop metrics based on Kirkpatrick's model of evaluation, to demonstrate the intended impact on the organization.
- Design and deliver a blended learning programme to upskill line managers in coaching skills. The interventions could include learning workshops, coaching, supervision, online toolkits and templates. Act as a role model for effective coaching practice.
- Partner with HR colleagues to embed a coaching approach in people practices and policies.
- Lead a review and evaluation of your organization's learning and development operating model – how learning and development is governed, managed and organized in your organization. Consider the curriculum, target populations (such as senior leaders, middle managers, first line managers, customer facing staff and high potential talent) and the blend of different programmes and interventions.
- Use your network to identify sources of cutting edge thinking in L&D practice. Benchmark your organization's L&D practice against that of best practice organizations. Dedicate regular time to reading and updating yourself on trends and developments in L&D thinking - and encourage your team to do the same.
- Research the principles behind adult learning theories (such as behaviorism, cognitivism and constructivism and Knowles adult learning theory) and share with your L&D team. Ensure the principles of these are built into the design and development of learning programmes and interventions in your organization.
- Create learning metrics and implement evaluation mechanisms and systems to measure the impact of L&D programmes, and what return on investment is delivered.

Content Development

- Effectively collaborated with various Managers to develop engaging / challenging training content.
- Comprehended the capability of SMEs in the business to assist in the development and delivery of specialized content and training.
- Built lessons, assessments, exercises and other methods of learning including social or connected learning strategies, and media - based assets.
- Established needs assessment and analysis to identify new development needs and recommend training methods accordingly.
- Researched and developed training content for specified operations and key topics.

Strategic Learning and Development

- Identified opportunities, strategies and procedure improvements, and developed priority project lists to meet long term goals for growth and profit.
- Actively provided strategic thought leadership to advise and structure initiatives, identify key themes, develop mitigation plans, and make connections of opportunities across functional areas and regions.
- Devised strategic assessments and operating reviews of new and current business ventures and operations.
- Devised appropriate high - impact training programs and developed measurable certification paths for relevant positions.
- Actively designed instructional tools and job aids to be utilized by departments for training and development.
- Participated in needs assessments to analyze business training requests and potential solutions.
- Developed strong partnerships with subject matter experts to align expectations and devise cohesiveness through the course development and deployment process.

Key Clients



Brands Associated With

Com-Viva | A2Z Filtration | ITPO | Krishna Maruti | NaviSite | Ericsson | Acme Tele power | Bravura | EXL | Anand Auto motive | SSP Worldwide | Innito Technologies | Hi-Tech Robotics | Salmon Software | BSES Rajdhani | BSES Yamuna | NTPC | NHPC | Bhakra Beas Management Board | Bharat Electronics