

A Visionary Global leader offering 17 years' experience in a large corporate environment ideally supporting Training, Development and Organizational design initiatives, primarily in the manufacturing, financial services, agriculture, telecommunications, hospitality, service industry and government sector (public sector). Promote L&D knowledge sharing through the organization's operational business processes and systems, including knowledge sharing and information systems, thereby empowering colleagues to continuously strive for excellence. Deft at providing change management and knowledge transfer support, including the impact / gap analysis, resistance area identification, development, and execution of change management and L&D strategy.

Knack for contributing to L&D metrics development and reporting, including evaluation of the impact of L&D initiatives. Proven competencies in implementing changes to the business processes to maximize learning and gain in ROI / business impact. With an ability to build strong relationships across a variety of stakeholders, influence others, and manage laterally to outcomes, adroit at designing and implementing inspiring and innovative on-boarding and leadership development experiences for employees that are scalable across the globe. Capitalizing my exposure in developing the 70 / 20 / 10 learning model in line with business needs, I am now aiming to seek for opportunities as Director of Learning and Development across various domains.

Niche Leadership

Proven leader in driving enterprise-wide learning initiatives and strategic projects related to Learning and Development. Highly accredited for leading and / or supporting development initiatives to improve individual and team performance across the business and enhancing employee core capabilities. Possess expertise in Consistency Mapping Project for global teams. Leveraging my expertise in leading cross-functional projects in the company to build greater visibility on a key issue of turnover, I am highly adept at helping in the roll out of the new-age Learning Management System and leverage all in-built workflows for maximizing efficiencies. Hold unmatched record of training the Business Coach with an experience of 10 years in supporting leaders with their 'self-discovery' journey of professional development. Deft at designing, streamlining and achieving quality standard process certifications, such as IIP (Investors in People) for the UK foreign and commonwealth office.

Pioneering Initiatives

KKS Group, India | July 2017 - Till date

- Constituted a Leadership Program, thereby making Murugappa Group, the 1st Indian Company to receive 'European Foundation for Management Development - Gold Practice' Award in Barcelona.
- Strategized and implemented a Long-term Leadership Intervention Program for a period of 6 months to 1 year partnering with businesses which had undergone structural change.

Accredited for:

- Analyzing and devising Job Description for the new roles, including roles and responsibilities.
- Designing programs to identify, select, develop, assess and make the new recruits understand their roles.
- Creating procedures for performance management and providing talent analysis solutions for their overall development by conducting various Leadership and Business Development Program.
- Designed Multiple Programs, including Value Chain, Process Excellence and Cost Analysis.
- Spearheaded Leadership Program on Leadership Behavior, Competency Analytics, including Business Understanding, Market Place Insight, Data Analytics, and Market Intelligence.
- Developed Trust leadership programs for Financial Services Business and thereby successfully generated ROI of 32% GWP.
- Established Behavioral Safety Pillar and Behavioral Safety Architecture to help businesses, especially in the manufacturing, financial services and fertilizers domains, which improve / build safety through behavioral safety intervention to enhance production, quality and customer services.

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Sample Photo

Signature Skills

Learning & Development

- Facilitation
- Content Development
- Training Delivery
- Executive Coaching
- Mentoring Program
- Assessments
- ROI in Learning
- Evaluations
- Cross Cultural Awareness
- Executive Development
- Strategic Thinking and Alignment

Talent Management

- Design Talent Management Process
- Identify Key Talent
- Develop Talent
- Evaluate Effectiveness
- Assessment Centers
- Competency Mapping
- Coaching and Mentoring

Transformation Programs

- People Management Process
- Performance Management
- Continuous Improvement Process
- OD interventions
- Improvisation in Recruitment Programs
- Campus Programs
- Diversity Programs
- Change Management

Telenova Group, India | September 2014 - July 2017

- Assessed organizational needs and collaborated / consulted with HR and Operations leadership at 8 locations to develop solutions related to culture, associated performance and leadership development.
- Directed the activities of 7 operations and training professionals and external vendors in the design, implementation and evaluation of training programs to increase leadership and work skills.
- Developed two award-winning Training and Development programs using a combination of case studies, on the job learning, stretch assignments, classroom training, on-line learning, and coaching / mentoring to meet specific organizational objectives, address gaps in performance, and build bench strength.
- Defrayed training costs by using work-based learning to correct immediate issues.
- Built evaluation process into training solutions to ensure quality and continuous improvement.
- Coached senior management on building organizational capability and also to create a culture of feedback and recognition.
- Lead cross-organization project on Competency Mapping and Development Centre for Sustainable Leadership Development.
 - Linked hiring to competency framework and leadership growth.
 - Created globally recognized Mentoring program and training solutions to prepare successors.
- Participated in a 9 months training on global change setter project learning tools.

Value Additions

Learning & Development

Effectively created training programs that were aligned with the organization's objectives. Acted as the go-to within the business with questions or queries regarding training and development plans. Worked closely with various leaders across the organization. Embraced different styles of training techniques, including e-learning, tutorial sessions or coaching. Built relationships with 3rd party training providers. Managed the development of the HR team from a training perspective. Design staple curriculums for all employees (i.e. Values)

Talent Management

Developed & executed an effective pipeline for recruitment & selection of manufacturing production talent. Created and implemented talent acquisition & recruitment strategies and interview plans for different positions. Assessed resumes and credentials for appropriateness of skills, experience and knowledge in relation to position requirements. Identified problems in current processes and provided strategic improvements. Facilitated onboarding of new hires, including review of company policies and procedures, safety policies, job responsibilities, and other training as needed. Identified critical workforce requirements (e.g., skills, competencies, and performance outcomes) necessary to achieve current and future business results. Trained people managers to reinforce the importance of employee development, rewarding high performance, and addressing low performance.

Performance Management

Designed and revised performance management system, while deftly researching best practices in human performance. Analyzed existing programs to determine their ongoing ability to support the stated objectives. Formulated a philosophy of human performance improvement. Advised departments on better methods to improve departmental results. Obtained appropriate certifications to acquire and administer assessment instruments and provided feedback to management. Provided input to Compensation systems and their support of performance improvement. Continually improved processes to develop Performance Appraisal systems. Developed ideas / uses of technology, in human performance processes. Designed and developed communications programs to more clearly link Groups management to performance management. Established methods to reduce turnover related to poor performance.

Scholastics

- **2013**
Fellowship Program in HR - World HR Board & the Carlton Advanced Management Institute
- **2010**
International Coach Federation (ICF), Delhi Chapter - Post Graduate Diploma in Human Resource - Narsee Monjee Institute of Management Studies <Mention Year???>
- **2003**
Bachelors in Hotel Management and Applied Sciences - Institute of Hotel Management

Certifications

- **2019 | Six Sigma Black Belt Practitioner**
KPMG
- **2019 | Safe Start Facilitator**
Safe Start Canada
- **2018 | Strategic Leadership - 1 Year Program**
IIM, Ahmedabad
- **2017 | DISC Practitioner**
- **2017 | DDI Facilitator**
- **2016 | Accelerated Change Expert**
Norwegian School of Management, OSLO
- **2016 | HR Analytics - CEB SHL, London**
- **2015 | Speed of Trust facilitator**
Franklin Covey
- **2015 | Competency Based Interviewer**
CEB SHL
- **2014 | 360 Degree Assessment Practitioner**
CEB SHL
- **2011 | SDI Assessor**
SDI Singapore
- **2010 | NLP Practitioner**
NLP Australia
- **2009 | Business Coach - 120 hours of Coaching** - International Coaching Federation Australia
- **2009 | Assessor for Interviewers**
FCO
- **2008 | Investor in People Reviewer**
CQL London
- **2008 | MBTI and Team Development Facilitator** CPP, Singapore
- **2007 | MBTI Practitioner**
Asia Psychological Press, CPP California
- **2007 | Management Development Program on "Assessment Development Centre"**
XLRI Jamshedpur

Significant Contributions

July 2017 - Till date | General Manager - Management Development Centre KKS Group, India

Domain: Financial Services, Manufacturing, Agriculture

Span: 28 SBUs, 260 Senior Management pool

Key Deliverables

Collaborating with businesses in maximizing existing and future business capabilities through identification of short / long term capability gaps and provide solutions.

September 2014 – July 2017 | Leadership Catalyst (Diversity & Inclusion & Head People Development) | Telenova Group, India

Domain: Telecommunications

Span: Leadership Pool & 3000 On-roll employees across levels

Key Deliverables

Oversaw all aspects of training budget, planning and implementing strategic training and development initiatives for 350 leaders managing over 10000 associates. Additionally, served as Senior People Development Expert, developing 7 regional trainers and led organization's Wide Leadership Interventions and managed People Development Initiatives.

January 2014 – September 2014 | Lead Learning & Leadership Development & Talent Management | Intercoastal Hotels Group

Domain: Global Financial Services

Span: 800 Finance professionals, leadership pool and Talent pipeline

Key Deliverables

Leadership Development: Ensured continuous improvement planning and delivering organizational development interventions. Created and implemented strategies and operational training plans for 2014 and evaluated the effectiveness of training programs. Managed budget of USD 1.5K. Led and managed a team of 2 experienced trainers.

Implementing Global Practices: Customized, launched, administered and evaluated effectiveness of the IHG Mentorship Program for GSC in line with business requirement in 2014.

Igniting Talent: Designed, implemented and successful evaluation of the IHG Talent Management Framework to facilitate career mobility for employees on the talent grid.

People Management: Handled a team of two Trainers and achieved the targeted training hours with qualitative outputs in 2015.

October 2007 – May 2013 | Regional Learning and Development Officer for South Asia - UK Foreign & Commonwealth Office (Based at British High Commission, New Delhi)

Span: 13 British High Commissions & Embassies in South Asia region, 2500+ diplomats and locally engaged employees

Key Deliverables

Worked with the Regional Head on the Training Budget of USD 75K. Developed and directed all the organizations key learning and development processes within the South Asia region. Provided L&D diagnostic and learning delivery services for South Asia region posts (British High Commission / British Embassy). Created Learning and Development Framework that addresses company's training and development needs. Delivered high impact programs through the use of techniques that maximizes learner participation, comprehension and application of the material. Coached the talent pool to increase managerial and leadership effectiveness. Supported Global L&D team in development and tools to support the FCO talent management strategy. Sought opportunities to contribute to the business success through proactive involvement in team initiatives. Networked externally to source low-cost consulting assistance to support learning needs. Participated in global content development programs to design workshops targeted specific needs of the organization.

May 2006 – October 2007 | Manager Training & Organizational Development | Sodexho Service India (A Sodexho Group Unit, France)

Span: 600 On-roll & 850 Off-roll employees

Key Deliverables

Set out training standards for various operational areas, ensuring a better service quality, while adhering to the policies of the company. Implemented new training initiatives for continual improvement in the services and conducting customer interaction, ensuring higher customer satisfaction metrics. Conducted regular training audits for monitoring the performance of site trainers, ensuring compliance with pre-set training parameters and meeting Facility Managers with 100% accuracy level. Conducted site training at regular basis for specialized training programs on both technical and behavioral skills. Conducted training programs for the Sales, Accounts, Vouchers and affiliation, team on "Negotiation skills" and "Client Communication". Designed a "Management Trainees" program at the Corporate Level for the Management Trainees. Conducted campus recruitment for Food Services team across 4 Hotel Management colleagues and successfully recruited 9 Management Trainees for India.

March 2003 – May 2006 | Assistant Manager - Learning Development & Quality Enhancement | Old West Hospitality Private Limited.

Key Deliverables

Reporting: For Learning Development to Corporate Head HR & for Quality Enhancement to EVP

Worked intrinsically towards conducting Customized Training Sessions and assuring maximum involvement of employees through Sessions like TRAIN THE TRAINER. Conceptualized design and deliver need basis & an Effective Training Program. Trained Feedback analysis. Handled Management Trainee recruitment and trained Program Coordinator. Effective participation in the staff welfare activities organized every month. Made training calendar for the month.