



SHYAM SUNDAR S

Learning and Development Specialist

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PROFILE

A result oriented Learning and Development Specialist with a proven track record of designing and delivering impactful training sessions to enhance employee performance and organizational effectiveness. Trained over 8000 participants across various levels and different industries in the last 13 years. Strong communicator with the ability to build relationships, influence stakeholders and foster a learning culture within the organisation.



WORK EXPERIENCE

Tensor Infotech

Dec 2020 - Present

Senior Learning Consultant(Freelancer)

- Collaborate with stakeholders and carrying out capability assessments across departments and levels within the organization.
- Design, develop and deliver blended training sessions using ADDIE methodology including ILT, e-learning, virtual classrooms and self paced learning.
- Deliver sessions for global participants viz. APAC, EMEA and AMS.
- Creating presentations, manuals and online resources to support learning objectives and to facilitate learning retention.
- Conduct one-on-one behavioral coaching sessions for senior associates, team leads and managers.
- Coach employees on communication effectiveness, workplace professionalism, and collaboration skills.

L&D Consultant

Sep 2017 - Nov 2020

Behavioural & English Language

- Conducted Training Needs Analysis, shaping the learning strategy to align with the organizational goals.
- Applying adult learning theories to ensure employees get the best out of their development
- Collaborated with department leads to identify specific training needs and develop appropriate learning interventions.
- Facilitated learning interventions for employees across levels and functions on topics such as Business Communication, Time Management, Managerial Skills, Conflict Management, Emotional Intelligence, Customer Centricity, Culture Sensitisation, Accent Neutralisation, etc.
- Gauged training effectiveness by means of Pre and Post Assessments.

SKILLS

- Training Delivery
- Instructional Design
- Curriculum Development
- Project Management
- Microsoft Office
- Learning Management Systems

TOPICS HANDLED

- Business Communication
- Time Management
- Emotional Intelligence
- Functional English
- Campus to Corporate
- Accent Neutralization
- Cross Cultural Sensitivity
- Accountability & Ownership
- Interviewing Skills
- Design Thinking
- Teamwork & Interpersonal Skills
- Conflict Management
- Presentation Skills
- Stakeholder Management
- Customer Service
- Customer Centricity
- Consultative Selling

SHYAM SUNDAR S

Learning and Development Specialist

CERTIFICATIONS

- Certified Learning and Development Manager - CAMI
- Certified Master Trainer and Facilitator - CAMI
- Certified Instructional Designer - CAMI
- TESOL Certification - World TESOL Academy
- NLP Foundation
- TOEFL iBT Certified

EDUCATION

- **MBA - HR & Finance** (2009 - '11)
 - SRM B - School, Chennai
 - 8.4 CGPA
- **B. Com, General** (2005 - '08)
 - D.G Vaishnav College, Chennai
 - 6.2 CGPA

LANGUAGES KNOWN

- English - Advanced
- Tamil - Advanced
- Hindi - Intermediate
- French - Basic

REFERENCES

Mr.Sethuraman

Tensor Infotech / Administrator
+91 9622 22129
sethu@tensorinfotech.in



WORK EXPERIENCE

Mazenet Solution Private Limited Jul 2014 - Sep 2017

Corporate Consultant - Soft Skills

Clients: CTS and L&T

- Collaborated with stakeholders to conducted TNI and identified training needs across departments and levels within the organization.
- Designed developed and delivered training sessions using various delivery methods including ILT, e-learning, virtual classrooms and self paced learning.
- Creating learning materials including presentations, manuals and online resources to support learning objectives and facilitate learning retention
- Coached a group of 30 Senior Programmer Analysts at CTS on Business Communication, Conflict Management and Time Management.
- Created a learning plan based on individual needs or goals to help meet objectives within the time frame set by each participant.

Royal Bank of Scotland, Chennai Analyst

Apr 2012-Aug 2013

- Performed as an agent bank for corporate syndicated loans of ABN AMRO.
- Issued interest reminder notices to borrowers.
- Booked loans, deposits and guarantees for corporate clients.
- Handled queries of borrowers, participant banks and their borrowers.

CLIENTELE:

- Amazon India Private Limited
- Accenture
- Hexaware Technologies
- HCL Technologies
- Sify Technologies
- TVS Srichakra
- L&T Technologies
- BMW India
- Hyundai Transys
- Ashok Leyland
- Maruti Suzuki
- AstraZeneca
- Par Formulations
- R1RCM Private Limited
- Metro Footwear
- Catholic Syrian Bank
- Union Bank of India
- Ersnt&Young
- Arcil