

Contact

+919958973332 (Mobile)
dtm.rupinder@gmail.com

www.linkedin.com/in/rupix
(LinkedIn)
rupix.in (Personal)

Top Skills

Instructional Design
Team Management
E-learning

Rupinder Singh

Communication Skills | Leadership Development | Instructional Design | eLearning
Gurugram

Summary

Rupinder is a seasoned training professional with more than two decades of experience in training and development. He is also a Distinguished Toastmaster, which is the highest qualification available in the Toastmasters education program. In August 2018, Rupinder represented his district in the World Championship of Public Speaking at Chicago, where he stood second in the semifinals.

Rupinder also holds a Diploma in Training and Development from the Indian Society of Training and Development, which is a Government of India accredited institution that specializes in imparting programs on Training and Development.

Rupinder specializes in eLearning, Instructional Design, Behavioral, and Leadership Training. He also has experience in Mobile Learning, Virtual Classrooms, and Learning Management Systems.

Experience

Rupinder Singh
Independent Consultant
March 2017 - Present (3 years 10 months)
New Delhi Area, India

In 2017, Rupinder started his own consulting business under the name Rupinder Singh. Since then he has been fortunate to help people change their lives. Some of his accomplishments are outlined below.

SOFT SKILLS TRAINING

Indian Institute of Technology (Partnership with Techie Aid)
GL Bajaj Institute of Technology (Partnership with Techie Aid)
School of Inspired Learning - School of Business Design

COMMUNICATION SKILLS

School of Inspired Learning – School of Business Design
Apeejay School,NOIDA (Partnership with Valedra)
Incedo Technologies
Greenfuel Technologies
Federal Mogul
KPMG

LEADERSHIP SKILLS

Bravura Solutions
School of Inspired Learning – School of Business Design

KEYNOTE SPEAKER/PANELIST/TRAINER

Price Waterhouse Coopers
Ramanujan College
Great Lakes Institute of Management
Chicago Bridge and Iron (Now McDermott India)
CapitaLand

Home Credit India

Assistant Vice President

June 2016 - March 2017 (10 months)

Gurgaon, India

Drive the collection efficiency of the collection team

Ensure Key Performance Indicator (KPI) compliance for a team of over 50 trainers

Drive efficiencies in training methodology so as to support business

Reduce number of complaints

Implement Home Credit India Training Academy

Develop and implement a five year agenda for the training team

Maintain operational growth through strategic recruitment

Implement training programs for the entire Collection team

Ameriprise Financial Services, Inc.

7 years 9 months

Manager - Learning Services and Knowledge Management

March 2013 - April 2016 (3 years 2 months)

Provided leadership in the design and development of training solutions for process migrations of over 30 processes from vendor and onshore sites; managed issues like lack of adequate documentation and SME support to deliver effective, engaging courses for our learners

Played a key role in the training and development for the new workflow management tool based on PEGA; more than 50 processes migrated; project nominated for Chairman's award

Automated more than 15 processes through programming to drive efficiency and productivity

Played a key role in Lean implementation at Ameriprise India Private Limited
Developed and fostered expertise in Assima Training Suite, a high-end simulation development suite; was the SPOC for issue resolution related to the tool; developed excellent relationships with Assima support teams by providing constructive feedback and effective solutions; created simulations that recreated the production environment upto 95%; employed real life case studies to reduce skill-to-performance time

Developed end-to-end training solutions for migration to Thomson-Reuters brokerage platform for over 12000 advisors; the migration would become by far the largest migration ever implemented in the history of Ameriprise Financial – with 100% accuracy

Group Leader - Instructional Design

August 2008 - February 2013 (4 years 7 months)

Compare Infobase Limited

Project Manager

January 2008 - August 2008 (8 months)

Managed websites from a content and usability perspective

Led the training function

Bharti Telesoft Limited

Product Manager

May 2007 - December 2007 (8 months)

Managed the content management system and voice portal products

InfoPro Corporation

Program Manager - TSG

July 2005 - June 2007 (2 years)

Spearheaded the mobile learning initiative

Supported the sales and marketing efforts through presales activities

Played a key role in the instructional design center of excellence

ebookers

Senior Systems Executive - CRM

November 2004 - July 2005 (9 months)

Managed newsletter campaigns through CRM

Newslink Services

Manager - IT

July 2004 - November 2004 (5 months)

Managed the IT infrastructure

Web Neuron Services Ltd.

Web Developer

October 2003 - July 2004 (10 months)

Managed print alliances

Designed client micro-sites

Managed campaign design

Own Venture

Independent Consultant

July 1996 - October 2003 (7 years 4 months)

Designed and maintained IndiaPicture.com, a portal on photography

Developed learning solutions, technical documentation, and content for multiple clients

Designed and developed websites using PHP and MySQL

Frank Anthony Public School

Teacher

July 1995 - July 1996 (1 year 1 month)

Taught computer science across classes III – X

Provided project related support

Led the school to many achievements in interschool competitions

Education

Toastmasters International

Distinguished Toastmaster, Organizational Leadership · (2015)

Indian Society of Training and Development

Diploma, Training and Development · (2014 - 2017)

National Institute of Business Management

Master of Business Administration (M.B.A.), Workforce Development and Training · (2015 - 2015)

Panjab University

Bachelor of Science, Mathematics · (1990 - 1996)

Toastmasters International

Distinguished Toastmaster, Leadership and Communication · (2015)