

SURUCHI AGGARWAL

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"There is nothing training cannot do; nothing is above its reach; it can turn bad morals to good, it can destroy bad principles and create good ones, it can lift men to angel-ship"

Mark Twain

Professional Synopsis

- ✎ With 20+ yrs of Business Partnership as a Learning & Development Strategist, I have successfully built capabilities in line with the organization's goals.
- ✎ Fostered leadership development, improve employee engagement, and enhance retention by creating a learning environment that supports both personal and professional growth.
- ✎ Deft in understanding the business, identifying the training needs and accordingly, Planned, Designed, & Implemented various long-term and short-term Organizational development interventions to deliver breakthrough results.
- ✎ Using a facilitator, coach & mentor approach to communicate, monitor & delivery results while effectively managing team.

Skills:

*Cultural Change
Behavioral & Leadership Trainings
Personality Development
Team Building*

*Facilitation
NHO (New Hire Orientation)
Train the Trainer
Soft Skills Training*

*TNI
Training Design
Content Development
Organizational Development*

*Partnership with Business
Stakeholder Management
Vendor Management*

Career Record

Volunteer – Free Lancer

2021 to 2024

Contributed as:

Program Leader @ Iron Lady

Facilitating, Coaching & mentoring women in their professional journey & personal life.

Communications Trainer @ Enable (Flipkart)

Young Leader Developer @ St.Xavier's

Counselled and guided young students to become better leaders of future

Prior Work Experience



Talent Development Manager for Corporate Office Gurgaon and Plant at Paonta

Nov'16 till Mar'21:

Akorn India Pvt. Ltd is a wholly owned subsidiary of Akorn, Inc, a niche generic pharmaceutical company.

Key Job Areas:

- ◆ **Spear heading the Training & Development function** for Corporate Office ~ Gurgaon & Plant ~ Paonta Sahib.
- ◆ **Responsibility for 4 Phased Compliance Culture Revamping Program.** The program was aimed at transformation of our most powerful resource from their present attitude towards the Compliance and adopting that culture. To increase moral of the employees and bring awareness regarding FCPA & CoE. Designed and successfully conducted Off-Site Workshop for Team Building and collaboration.
- ◆ **Implementation of Compliance Wire LMS**



- ♦ Creating a pool of internal and external trainers
- ♦ New Hire Orientation / Induction Program
- ♦ Compliance and Ethics Week in coordination with the On-site team by garnering support from Management at Site
- ♦ Successfully developed Learning Environment and delivered Managerial Skills program in form of learning capsule, designed to help people in their Goal Setting, Identify the gaps and coach them into achieving their Goal Achievement.
- ♦ **Other Activities**
 - Partnered with HODs to identify the training needs
 - Developed the content for In-house training
 - Execution of the Training as per plan
 - Annual Training Budget
 - Content Development & Delivery: Creating training programs that are aligned with the organization's objectives
 - Short Learning, Motivational/Team Building activities to facilitate enhanced team coordination



Sr. L & D Specialist, Gurgaon & Rajasthan

Apr '13 till Oct'16:

DTDC Express Ltd. Is an ISO certified organization established in the year 1990.

Key Job Areas:

- ♦ **Leading the Learning & Development function** for Head Office Gurgaon, complete Haryana & Rajasthan region.
- ♦ **Designing and expanding training and development programs** based on the needs of the organization and the individual.
- ♦ Working in a team to produce customized programs that cater to various business owners in the organization, at various levels.
- ♦ **Organizational wellness:** A 5 minutes exercise/meditation session for all the employees to facilitate activity and wellbeing throughout the day.
- ♦ **Developing a Guru Kool Concept by joining Hands with on-line library Kwench**
- ♦ **Conducting appraisals** for my team members.
- ♦ **Managing the delivery of training** and development programs and being part of the committee that devised the training strategy for the organization.
- ♦ **Evaluating training programs** by reviewing the progress of trainees through questionnaires and discussions with managers.
- ♦ **Having an understanding of e-learning techniques**, and where relevant, being involved in the delivery of e-learning packages.
- ♦ Involved in workshops of all the three verticals of Training ~ Process, Behavioral and Leadership.
- ♦ Continuous communication and updates to business heads and various **stakeholders**



Apr'12- Dec'12 Aviva India Ltd, Manager Sales cum Training

A UK based insurance group, which is associated in India with Dabur Invest Corp.

Key Job Areas:

- ♦ Working as a Sales cum Training Manager with the role primarily comprising of managing the adviser sales team to achieve the desired sales objectives.
- ♦ **Development of professional standards** in the team: regularly training them on product and sales processes.
- ♦ **Coordinate, monitor and review the sales efforts** of the advisor team.
- ♦ Distribution of responsibility pertaining to the clients & prospective clients between advisors.
- ♦ Scheduled and trained **New Hires/Induction** and also up skilled existing advisor teams.



Oct'07 - Mar'12

Sr. Team Member for Coaching and Performance Developing Team

BA Continuum is a subsidiary of Bank of America. Supporting the parent organization in various verticals: Information technology, Business process and Knowledge process.

Key Job Areas:

- ♦ **Data Management** of the Coaching & Performance Development team for the compliance, client and for organizational connects.
- ♦ **Preparing training calendars**; achieving the estimated weekly and monthly training targets.
- ♦ Major orientation towards **Customer Relationship** as well as Customer Retention measures.
- ♦ My job responsibilities included new hire trainings, Floor huddles, communication with the Clients, provide feedback coaching (guidance), identify strengths and weaknesses, communicate findings to the floor, conducting refresher knowledge checks update management, escalate critical problems to management and leadership, understanding the effective communication matrix
- ♦ **Content Creation** ~ designing workshops as per the need of the organization.
- ♦ **Lead Projects** across locations in India & 1 in Manila; both e-learning & Instructor lead.
- ♦ Overall performance responsibility for managing scope, cost, schedule, and deliverables of the project.
- ♦ **Complete MIS analysis** for the learning undertaken by employees NCR location, for performance management which results into IJP/yearly appraisals.
- ♦ **BA Continuum accredited facilitator** for trainings like Soft Skills, Corporate Etiquette, Time Management, Personality Development, Presentation Skills, etc

Jul'05 - Oct'07

COMPITECH, Chandigarh as Senior Trainer & Coach

Compitech, institute providing an ideal launch pad for serious Law & Financial aspirants. The institute went beyond from merely coaching provider and actually started to make a difference in the way Students think and approach problems. It started to develop ways to enhance Students' IQ.

Key Job Areas:

- ♦ Support Language issues of education based customers.
- ♦ French Trainer for Beginners
- ♦ Worked as a Customer Experience Coach. The profile included training on soft skills.
- ♦ Worked as an Spoken English Trainer.
- ♦ Conducting training sessions on Customer Orientation. Customer Handling Skills Facilitator

Feb' 03 - Jan' 05:

e-Infotech: Office In-charge/Computer Faculty

e-Infotech, Computer Education & Training Centre dealing in English Coaching, Computers Languages & Animation Training.

Key Job Areas:

- ♦ Providing support & training various Modules of English and Computer's.
- ♦ Content development as per the course selected.

Education/ Self Up-skilling

Hybrid Post Graduate Program (MBA) from Welingkar Institute of Management
Certified Coach in Neuron-Linguistic Programming enhancing Leadership Workshop delivery
Diploma in Training & Development from Indian Society of Training & Development
Post Graduation (M.F.C) from Panjab University, Chandigarh
Graduation (Bachelor's of Computer Applications) from S.S.D Institute, Punjab
10 + 2 from P.S.E.B, Punjab
Matriculation from St. Xavier's School, Bathinda

Suruchi
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