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SKILLS

- Strong business acumen; ability to relate professionally inside the work environment with customers/colleagues
- Detail-orientated with strong ability to organize and prioritize work
- Flexible and innovative; highly adaptable to dynamic business environment; a catalyst for change
- Ability to work independently, with little supervision, and using good judgment
- Knowledge and ability to provide performance coaching and recommend learning solutions
- Knowledge of Instructional Design, Adult Learning Theory, organizational development, and training program design
- Working knowledge of authoring tools like Articulate Storyline, Captivate, uPerform, Mentimeter, Kahoot
- Business knowledge of SAP, Oracle, Salesforce, Finance and SuccessFactors
- Have technical knowledge of LMS and SCORM packages
- Responsible and reliable; follows up on actions and the ability to multitask

EXPERIENCE

Accenture Consulting: Associate Manager - Oct 2010 to Aug 2020

- Worked with functional leaders and the L&D team to create training plans, training curriculum, develop & review training modules.
- Managed a team of more than 8 analysts and consultants (Onshore and Offshore).
- Managed multiple stakeholders to establish clear objectives outlining behavioral and/or performance expectations.
- Managed the product training roadmap and development calendar across Lines of Business (LOB's).

Aptech Global Training Solutions: Lead Instructional Designer - Nov 2008 to Oct 2010

- Developed and reviewed web-based and classroom (virtual and in-person) training, job aids, and simulations.
- Used Adult Learning Theory and Instructional Design best practices in training development.
- Created templates, style guides to be used in all training programs.

Hexaware Technologies: Instructional Designer Analyst - Mar 2007 to Sep 2008

- Collaborated with clients to conduct needs assessment and create ILTs/WBTs and high-level design and process documents.
- Delivered Instructor-Led Training programs (Average Trainer Ratings of 4.5 on a scale of 1 to 5).
- Trained the team members to execute the organization's people strategy; implements learning projects and activities.

FUNCTIONAL EXPERIENCE

- Instructional Design & Training Strategy
- Training curriculum and development
- Change Management
- Project Planning and Tracking
- SME and Vendor Management
- Application and Platform Trainings (SAP, Oracle, Salesforce)

INDUSTRY EXPERIENCE

- Financial Services
- Telecom
- Healthcare
- Products
- Manufacturing
- Resources
- Retail

TOOLS/PLATFORMS

- Articulate Storyline
- uPerform
- Captivate
- SAP (S4 HANA, SAP FIORI)
- ORACLE
- SuccessFactors
- Salesforce

PROFESSIONAL SYNOPSIS

- A creative individual with more than **13 years** of rich experience in the areas of Instructional Designing, Learning and Development (L&D), eLearning, and change management.
- Extensive exposure to a wide range of eLearning projects for varied target end-users and clients from different industries, including products, manufacturing, and financial.
- Experience in creating soft skills/behavioral training, application training (SAP, Oracle, SuccessFactors), product, and process training.
- Skilled in creating different product types like Virtual Instructor-led Training (vILT), Web-based Training (WBT), simulations, bite-sized learning, game-based, and other performance support materials.
- Adept at converting complex technical information into effective learning modules by applying Adult Learning Theory & ID principles.
- Worked on multiple learning and change management programs around large-scale business transformation and implementation.
- Managed a team of analysts and consultants (Onshore and Offshore).

EDUCATION

- Masters degree in Educational Technology and Computer Applications (MET-CA) from SNDT University.
- Bachelors degree in Commerce (B-Com) from Mumbai University.

ACHIEVEMENTS

- Ardent Achiever award for client communication
- People Developer award for team management
- Received Brandon Hall award for a couple of projects at Accenture
- Content Developer award for training development during client-product training for airline MRO software, held in Ottawa, Canada

KEY PROJECTS

Training Lead for a US-based Tax Calculation Company

The client is a US-based tax preparation company that operates in North America, Australia, and India. The client implemented the new Oracle HCM system to enhance Human Capital Management processes

- Worked as the Track Lead for workstreams including Payroll, Core HR, Benefits, Manager and Employee Self Service, and Franchise for R13 Oracle HCM Cloud. The team developed **58 hours** of learning, with more than **150 deliverables**, which included ILTs, WBTs, simulations, job aids, QRGs, and participant activities.
- Led a team of 5 designers and was responsible for daily work allocation, quality review of all the training material developed by the offshore team.
- Liaised with the Onshore team and the client to identify and mitigate any risks foreseen, plan the deliverables, and ensure smooth execution.

Offshore Lead for a Leading US-based Media, Information, and Service Company

As part of the digital transformation journey, the client was replacing legacy Finance and HCM systems with the Oracle cloud platform to provide a common operating model across business units. The client wanted to provide a robust training and performance support to ~ **20,000 employees** spread across **150+** business units.

- Worked as a lead for the Finance workstream managing the development of ILTs, videos, simulations, and job aids for the ERP implementation program. The applications used were Oracle Fusion and Oracle HR Core Application Cloud.
- Worked closely with the onshore counterpart to manage the overall training development lifecycle, supported the manager with PMO activities, developed standards and templates, participated in project initiation activities, such as estimations and staffing plans, end-to-end tracking of Finance deliverables, and regular reporting of status and data to managers.

Track Lead for a Change Transformation and Multi-Technology Implementation Project for a Global Technology Giant

The client is a global technology giant that was going through a major vision and culture transformation across their global credit services team of over **6,000 employees** worldwide. The client partnered with the training team to design a game-based learning journey for the Credit & Collections teams to upskill them in the organization's evolution in strategy and service transformation.

- Led multiple tracks in the training development team of this Change Transformation Project that involved multiple-technology implementation, including SAP and Accounts Receivables Management Solution.
- Led the design, development, and delivery of blended training material for classroom-based sessions for participants across **six** locations. Participated in the TTT sessions for super users and training delivery to the end-users with the purpose of upskilling the Credit & Collections team's proficiency in key SAP skills.

Contributed to a Leadership Development Program

The client was implementing a new strategy mandate in their operations worldwide. To enable the leadership to understand and internalize this shift and thereby enable their teams in implementing this shift in their operations, the client partnered with Accenture.

- Worked on the LDNA Program as an Instructional Design Lead, while leading the development of high-impact activity-based content for leadership workshops.
- Led the team to perform intensive research for creating engaging training programs for the C-Suite audience of the organization. The training solution aimed to enable the leadership to adapt to their proposed change management framework and its elements in a structured and comprehensive manner.
- Increased participation in learning programs by **30%** using different learning deliverables.

Worked to Redefine the Learning Experience of Using the Software in the Global Aviation Industry

The client is one of the leading providers of integrated and intelligent maintenance management software solutions for the global aviation industry. To increase their total customer value, they identified a need to improve the advice skills of their engineers.

- Requirement gathering and evaluating training needs for Airline software created by the client (Onsite Project).
- Interacted with the client team to understand their accessibility requirements and led the creation of fully compliant and accessible training and performance support material.

