



MISHA DHORDA

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HUMAN RESOURCES and LEARNING & DEVELOPMENT

Recruitment, Training & Development, Vendor Management, Policy Management, Corporate Social Responsibility & POSH

Honed with diverse industry exposure of Consulting, KPO's, ITES & Retail Industries in [India](#), [Middle East](#), [Russia](#), [Australia](#), [South Africa](#), & [Philippines](#). Worked with teams in [UK](#), [USA](#) as well
Location: Bombay, India

PROFILE SUMMARY

- A competent individual with more than **15 years** of quality experience in Learning and Development, Human Resource Management, Psychometric Assessments, Consulting across various cultures & geographies
- A keen planner & implementer with abilities in setting up functioning of **overall operations of Learning & Development units** & enhancing operational efficiency by making use of both instructor & systems-led technologies
- Proactive in assessing **learning & development** needs and aligning programs / interventions with business objectives
- Proven abilities in setting up & **developed new franchisee** across diverse cultures
- Highly **creative and self-motivated** with innovative ideas / concepts for increasing the transference of learning from a lower level to a higher level
- An **effective communicator** and hands on experience in **training and development of team members**

Areas of Expertise

**Human Resource
Management**

**Appraisals /
SWOT Analysis**

**Training &
Development**

**Psychometric Evaluation
(Assessments)**

**People
Management &
Client Servicing**

**Rewards &
Recognition
programs**

**Crisis & Vendor
Management**

**Corporate Social
Responsibility**

ds			Highlights	
Recipient of JP Morgan Chase Service Star award	Super Trooper Of The Month (JPMC)	Certified Chase facilitator	Conceptualized & conducted the <i>Chase Across America</i> activity which was conducted throughout the entire India Operations team). This was primarily focused on American culture awareness and re-sensitization. This featured on Cardnet (JP Morgan Chase Intranet) globally	
Team Of The Year (2005) – Training Team at JP Morgan Chase		Team Of The Quarter at JPMC (Dec. 2005)	First to be featured as highlight of the month (June 2006), across all Training Teams at Chase.	Was instrumental in setting up the Voice Lab & CAN 8 in JP Morgan Chase
Recipient of the Accenture Summit award (for exemplary leadership & performance) & the Celebrating Performance award at Accenture within six months of joining the organization.		Achieved highest conversion (99.8%) in two subsequent Enabler Batches at Accenture pan India.	Pioneered cultural awareness & sensitization programs based on theories of Power Distance Index & Collectivism / Individuality across various demographics	
Was featured as the first facilitator across Chase Intranet to promote cultural cross pollination across teams.		Conceptualized & established the Major Brands Style Star awards to promote enhanced grooming & fashion standards amongst all Brands.	Trained over 400 employees at IBM	Hired the entire pilot batch at Chase, Philippines which scored a 97.68% in Customer satisfaction surveys
Conceptualized & established the Service Star program at DCTI as part of the internal Rewards & Recognition scheme. A peer-to-peer recognition program.			Repeat business over the last 4	
Conceptualized & established the Major Brands Superstar program. The ultimate motivation program where winners are sent on an all-expenses paid trip to Dubai with stay at the world famous Atlantis Hotel.				
Was awarded one of the “100 best Leaders in Learning & Development” in India by the HR Congress (Feb 2017)				

ORGANISATIONAL EXPERIENCE

Sanghvi Technologies India (www.sanghvibrands.com) (from Sept. 2016 till present...)

Senior Associate Director – Training & Quality (Luxury Brands & MyGlamm Academy)

- Developed Recruitment, Assessment strategy, L&D content, implementation & MIS, style presentation & tips, instructional design for the same, Train the trainer programs, handling Mystery audits and the CS strategy & implementation.
- Inclusion of L&D as a stakeholder in various aspects of the business.
- Set up the training calendar with level-wise programs & delivery options with vendor management.
- Certification of in-house trainers & managing vendor trainers
- Single point of contact for all L&D interventions for luxury wellness & fitness related brands like L'Occitane, Warren Tricomi, Elle, Clarions, Ramona Braganza (My Home Fitness) & Evander Holyfield Gyms.
- Developed L&D content & strategy for the entire range of MyGlamm cosmetic products in conjunction with fashion trends.
- Consult & debrief of psychometric evaluations for Senior Management team members

- Partnered with HR to conduct Interviewing Skills workshops (for internal stakeholders), to plan & implement Rewards & Recognition scheme and a robust Hiring strategy (as per role requirement)

Sharaf Group – Retail Division (www.sharafgroup.com) (from March 2015 till Dec. 2015...Contract)

HR & Training Specialist

- Recruited Trainers for various locations / executed end to end Learning & development systems for all locations including UAE, Middle East, Australia, Russia, Far East & South Africa
- Vendor Management for E-Learning
- Established a Managers Development program (LEAD – Leadership Excellence & Development) aimed solely at Store Manager populace
- Set up the Assessment centre for IJP for high performing individuals
- Planned, conceptualized & executed “BIDAYAAT” which is the pioneering program for Emiratization at Sharaf Group for local Emirati staff

Major Brands India Pvt. Ltd (www.majorbrands.in) [parent company Apparel Group] (from August 2012 – Jan 2015)

Manager (Functional Head) – Training & CRM

- Consulted for international fashion, cosmetics & accessory brands for 15+ fashion brands like Aldo & Aldo Accessories, Bebe, GUESS?, Charles & Keith, Mango, La Senza, Promod, Inglot, Beverly Hills Polo Club, etc. Helped to manage events related to in-store branding & media relations
- Developed L&D content, strategy, implementation & MIS, style presentation & tips, instructional design for the same, Train the trainer programs, handling Mystery audits and the CRM strategy & implementation.
- Set up the training calendar with level-wise programs & delivery options with vendor management.
- Certification of in-house trainers & managing vendor trainers
- Set up an in-house Assessment Centre with an international institution for Psychometric evaluation & based on NLP methodology
- Managed the entire Reward & Recognition programs on a pan-India basis
- Set up CSR (Corporate Social Responsibility) projects & was instrumental in spearheading POSH guidelines in the company

Independent Consultant for various firms including Tata Consultancy Service & CapGemini (from Sept. 2009 till August 2012)

- Content Development & delivery (Training and HR) with Employee Engagement initiatives
- Pitched for new development deals with clients (both domestic & international) and transitioned initial business
- Cultural awareness & sensitization programs based on theories of Power Distance Index across various demographics

- Content Development (for training modules as per Instructional Design principles)
- Developing Employee Engagement calendars for organizations & vendor Management for the same.

Dale Carnegie Training (www.dalecarnegieindia.com) [May 2008 to June 2009]

Manager – Human Resources

- Talent Acquisition & Management with Employee Engagement initiatives & events incl. Vendor management
- New Joiners Induction schedule – Planning & Execution
- Overall HR Communication including Rewards & Recognition processes
- Editor-in-chief for the Monthly newsletter and collating data for the same

Accenture (www.accenture.com) [Feb. 2007 to May 2008]

Deputy Manager – Training

- Specialized training for “enabler batches “ & recruitment for the same
- Content development – Branding, copy-writing, creative input across teams, overall designing & visualization
- Client servicing in terms of pitching for new business and keeping them updated on the progress.
- Developed a strategic approach to Training. Creating content and methodology and delivering various modules
- Employee Engagement & Corporate Communications. This entails spearheading executive initiatives in employee engagement such as : -- Coping with night shifts & pioneering a healthy lifestyle
- Editor’s desk for an online Magazine maintained exclusively by the Training Team for process input, various success stories in training, leadership & motivational anecdotes

JP Morgan Chase Bank (www.jpmorgan.com) [Dec 2004 to Jan 2007]

Trainer (Performance Improvement)

- Conceptualized, developed & subsequent execution of training modules for communication training. Content comprised of Grammar, Soft Skills & Culture sensitization modules based on Instructional Design principles. Certified in SEP (Self Excellence Programme) & SMARTER goals.
- Conducted (TNI) Training Needs Analysis /Identification programs & content development for the same.
- Recruited candidates to check if they are “voice clear“ as per business requirements for India & Philippines
- Was also a member of the service start-up team for Event 3 i.e. a system conversion for JP Morgan Chase globally

- Provided Client & vendor Support & aided vendor management (Philippines, in-house captive) specifically from a recruitment perspective
- Content Development for Behavioural training -- Leadership & Motivational modules

IBM India (www.ibm.com) [Dec 2003 to Dec. 2004]

Trainer (Soft Skills & Culture)

- Trained employees on customer service & credit-card collection processes.
- Have engaged in periodic floor monitoring of agents and given feedback to them on their individual performances
- Conducted training in motivation techniques, Transactional Analysis modus operandi (for Team managers), coaching & feedback & self development techniques

PROFESSIONAL ENHANCEMENTS

- Qualified Dale Carnegie Facilitator for Core Competencies – DCT (USA)
- Certified Psychometric Evaluator from PerformanSe` SAS – France
- Certified in Level A – DELF (issued by the French Ministry in accordance with CEFRL – Common European Framework of Reference for Languages).

EDUCATION

- Diploma in Human Resource Management (Organizational Anthropology & Industrial Psychology) from NMIMS , Mumbai (2002)
- B.A. (Major -- English Literature, minor -- Psychology), University of Mumbai (2001)
- ICSE BOARD from Maneckji Cooper Education Trust, Mumbai (1996)

COMMUNITY DEVELOPMENT WORK

- Organized CSR Activities – Blood donation drive at Major Brands India Pvt. Ltd in partnership with Holy Spirit Hospital.
- Organized CSR Activities – A joint initiative between Major Brands & Karuna Sharan NGO to raise funds for the same by involving our Brands (Bebe & GUESS?)
- Organized CSR Activities – A drive to support two NGO's Muskan Foundation & Karuna Sharan NGO to raise awareness & funds for both

PERSONAL DETAILS

Date of Birth	27th July 1980
Nationality	Indian
Marital Status	Single
Passport No.	K3102329
Languages Known	✓ English, Hindi, Gujarati (Native Proficiency) ✓ French (Intermediate Level) ✓ Italian (Beginner Level) ✓ Persian (Beginner Level)

