



Ravi Tulsiani



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Professional Summary

Experienced Content Developer with 3+ years of experience in Education and Online Training industry. Excellent reputation for resolving problems, improving customer satisfaction, and driving project completion. Consistently improved the team process to help different team collaborate and work together.



Work History

Assistant Manager (Content Development)

Simplilearn Solutions, Bangalore, Karnataka

- Planning Sprints for the teams
- Creating user stories and maintaining healthy burnup chart
- Handling multiple projects in 2 teams.
- Generating weekly epic reports to understand the progress of the project
- Connecting monthly with team members to understand their concerns and help them with required trainings
- Conducting Agile training for new joiners and managers.
- Taking daily stand-up meeting
- Connecting with university heads to explain the process of content development in Simplilearn
- Taking initiatives in improving process and building leadership skills in the team members
- Taking interviews for hiring Senior and Lead Instructional Designers

Lead Learning Designer (Instructional Designer)

Simplilearn Solutions, Bangalore, Karnataka

- Increased customer satisfaction by resolving Product and Service issues.
- Drove operational improvements which resulted in savings and improved profit margins.



Skills

Thought leadership content development

Collaborative Leadership

Leadership communications

Content editing knowledge

Learning strategies

Design leadership

Learning enhancement

Content scheduling

Knowledge of content management

Programming

Product development



Software

Java / J2EE

MySQL

Angular

Automation Testing

Selenium

Audomation

MS Office

- Wrote and edited high-quality content under deadline pressure with exciting, captivating and authentic approach.
- Developed realtime project for B2C and B2B customers.
- Evaluated project requirements and content standards for each project in order to produce copy in line with creative structure.
- Completed thorough research into assigned topics.
- Planned and monitored implementation of technology-based learning programs.



Languages

Hindi

English

Gujarati

Sindhi

Punjabi

Global Teaching Assistant

Simplilearn Solutions, Bangalore, Karnataka

- Worked with customers to understand needs and provide solutions to their queries
- Led customer success team in delivery of live trainings, resulting in high customer engagement and positive feedbacks
- Creating projects and guiding learners in building their projects
- Took online training for full stack courses
- A process trainer for the entire team and new joiners
- Solving technical queries from customer for technical courses.



Education

Bachelor of Engineering Technology: Information Technology

LDRP-ITR - Gandhinagar, Gujarat

Higher Secondary School: Science Education

St. Mary's Higher Secondary School - Ahmedabad, Gujarat



Certifications



GDG Android wear developer



Interests



Singing



Dance Choreography



Nutritionist



Fitness Enthusiast