**Bhavyashree Suresh**

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**Seeking a challenging role in Service Delivery / Learning (Content delivery) Management with a growth-oriented organization wherein skills and experience can be leveraged to contribute to the ongoing success**

**PROFILE SNAPSHOT**

* Dynamic and result-driven professional with8.6 years of invaluable experience in Learning Operations and content delivery in the fast paced BPO environment
* Worked with Accenture Solutions Pvt. Ltd, Bangalore as Business interlock Senior Analyst (Team Leader level)
* Experience in Scheduling the training sessions with End to end process, session support (ground work), analyzing & problem solving and client/stakeholder management
* Skilled in evolving strategic plans into workable solutions & bench marks for performance against key operational objectives
* Keen customer centric approach with zeal to achieve customer delight by following best service standards
* Excellent organizational, communication, time and people management skills

**CORE COMPETENCIES**

~Session planning role ~Purchase Request and Orders management ~Session support

~Faculty and venue sourcing ~ Client/Stakeholder management ~ Process Automation

 ~Team Building and Management

**NOTABLE ACCOMPLISHMENT**

* **Summit Award Badge** – Received summit award badge for NJO Faculty Booking.
* **Got converted to permanent employee of Accenture within 2 years based on High Performance.**
* **2 Numero Uno** awards on the basis and feedback of the sessions handled.
* **2 Delivery Excellence Award** for providing **outstanding support** for the sessions handled**.**
* **Received Bronze Award for** submitting and implementing an Idea which saves **1 FTE** thus by **cutting cost for the organization.**
* Received **“Star of the Business Award”** for an excellent and outstanding contribution to the faculty team.

**ORGANIZATIONAL EXPERIENCE**

**Jun’13 – Jan'20 Accenture Solutions Pvt. Ltd, Bangalore**

**Key Deliverables**:

Mar’ 18 to Jan'20:

**Session Planner for global sessions:**

* Accountable for establishing, developing and maintaining customer relationships.
* Translate high level requirements received from the Strategic Delivery Planner into detailed training delivery plans for low and high complexity programs generally expected to be at the session level and targeted to audiences of managers and above.
* Collaborate with customers to create and maintain short-term and long-term course delivery plans and schedules.
* Advise customers on the delivery strategy at a course level to ensure that it can be delivered within client parameters.
* Prepare course delivery budgets and corresponding tuition rates and communicates to gain approval from customer.
* Support the Strategic Delivery Planner in the annual/quarterly delivery planning process.
* Monitor the progress of the session setup and execution activities for the planned sessions.
* Communicate, escalate and resolve program, course and training session issues (curriculum, financial, faculty, participant, logistics) with Strategic Delivery Planner and customer.
* Develop deep understanding of the customer's business objectives and expectations for the Program.
* Provides session evaluation reports and recommendations for continuous improvements to Strategy Delivery Planner after sessions are completed.
* Support the external client account teams with proposal development to sell the Learning delivery services and participate in presentations to the client.
* Foster use of best practices and encourage Delivery team innovations.

Dec’ 16 to Mar’ 18:

**Global Faculty sourcing team:**

* Faculty Sourcing for all entities (Strategy, consulting, Digital, Technology and Operations) for sessions that scheduled across the globe.
* Arranging prep calls for the sourced faculties with the Learning Coaches.
* Sharing PR template and regular follow up to raise the PR for external faculties and Logistics.
* Active Interaction with the Delivery planner to understand the session requirements.
* Monitor team members work and assign task. 4 team members were reporting to me.
* Quality check and resolving issues.
* Attend escalation call and work on route cause. Provide feedback to team member on the escalation and solutions.
* Analysis on the faculty feedback scores and create the faculty pool based on the scores.
* Sending thank you notes to faculties.
* Conducted Train the trainer sessions to enable the new faculties.

Dec’ 15 to Dec’16:

**Entity POC for Leadership Development Programs Pan India**

* Managing High Profile sessions which involves Accenture Leadership as the participant group.
* Worked on LMS and Mailer tool. Managing Participants queries.
* Onsite support - Coordinated High profile sessions without any issues.
* Communicating with the vendors for supply of study materials related to trainings and arranging lunch and finalizing the quotation.
* Supporting high-profile sessions, arranging catering, Give away and logistics.
* Conduct Prep call to Onsite team member to take them through the requirement and provide guidance to setup session at the ground level.
* Mark Completion on LMS tool post the session completed and create the list to billing.
* Approve the invoices submitted by the vendors.

Jun’13 to Dec ‘15:

**Entity POC for Technology and Corporate functions PAN India:**

* Entity POC for IDC induction for Lateral and ASE participants – Taken care of the session on an end to end basis.
* Entity POC for Executive New joiner orientation - This include Senior managers and Manager for Pan India.
* Worked on MD Integration Program for New Managing Directors joining Accenture.
* Arrange Catering and materials for the session.
* Resolving issue on the group level and contact the right POC to get the work done.
* Update Pending sheet and the completion.
* Worked on participants Communications and queries.
* Managed Virtual sessions and connected classroom.
* Regular calls with client to session status and to receive new demand (Business).
* Worked on Reconciliation and Accruals.
* Quality check for 2 team members accessed to me.
* Create Quality check tracker and provide feedback during the score card discussion on monthly basis.
* Worked with business excellence team to automate the process which resulted in FTE reduction.

**Jun’11 to Jun’13 Genius Consultancy Pvt. Lmt (Contract employee for Accenture)**

**Back end support for the Entity POC and faculty scouring team:**

* Creating PR templates and submitting on Ariba tool.
* Check on Invoice amount and verify.
* Faculty sourcing for Consulting new joiner orientation.
* Arrange give away for participants.
* Send thank you notes to faculties and block their calendar.
* Create Cisco meeting ID for the connected sessions.

**APPLICATION’S USED**

* Share point
* LMS (Learning Management service tool)
* Ariba tool
* Delivery service tool
* SMS tool
* Buy now tool

**TRAININGS ATTENDED**

* Team Building skills
* Managing transition
* Business Excellence
* Managing Teams
* Issue based problem solving

**EXTRACURRICULAR ACTIVITIES**

* Have been part of the state level football team during my school and college days under 16 group
* Volunteered and actively participated in 3 CSR events at Accenture
* Participated in inter lead Throw ball tournament at office

**ACADEMIC CREDENTIALS**

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| --- | --- | --- |
| **Qualification** | **Course** | **University** |
| School | State | BNM High School |
| PUC | Commerce | Osteen College, Bangalore  |
| Graduation | B.com  | Sikkim Manipal University – Distance education  |

**PERSONAL DETAILS**

Languages Known : English, Telugu, Kannada and Tamil

Interest : Play football, cooking and listing to random music

Birth Place : Bangalore

Date of Birth : 09 January 1992