TONY PHILIP
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Achievement-driven professional, targeting positions in Program Management / Operations & Management /Process Changes and Implementation / Training & Development/ with an organization of repute preferably in Bengaluru

‖Summary
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12 years of experience in *implementing and transitioning processes / operations in line with the guidelines;* ensured *business functionality & enhancement of competitive advantage; excels in creating awareness for driving the projects and process improvement strategy & methodology*

- Effectively led all aspects of process/managed services operations from resource planning, training, partner/client/stakeholder management in coordination with internal /external teams for smooth business operations
- Proficiency in assessing as well as recognizing & nurturing creative potential of each resource expertise in managing development of corporate level learning and development curriculum, formulating reviewing training outlines & determining appropriate instructional methodologies
- Customer-centric Manager, focused on **providing excellent Service Delivery** to all valued clients leading to enhanced **C-SAT**
- Forward-focused Leader with proven talent in leading cross-functional teams under high-pressure environment and ensuring timely service delivery as per SLAs; problem-solver with strong communication, presentation & analytical skills
- Flawless in ensuring smooth running as well as enhancement of global centralized process operations along with introduction of right practices in alignment with business operations

- Excellent in assessing as well as recognizing & nurturing creative potential of each resource; expertise in managing development of corporate level training and development curriculum, reviewing training outlines as well as determining appropriate instructional methodologies Gained experience in the coordination of all aspects of recruiting, training & retaining quality employees

- Knowledge in Cloud Tools: AWS, Azure ,Olympus (Internal LMS)and CRM (Microsoft)

- Maintains effective employee relations with staff across all levels on day to day matters through career counseling, role enrichment, feedback sessions & bringing right learning platforms and bringing industry insights through experts.

‖Key Skills and Strengths
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Excellent Communication Skills – Both Verbal and Written. Very Good Presentation skills
 **Good in handling escalations and excelled in Crisis management and performance under pressure.
Flair for Vendor Management, Team handling.**

Program Management	Training and Development	Performance Management
Employee Engagement	Process Improvement Initiatives	Vendor Management
New Systems Implementation	HR Practices & Compliance	OrganizationalDevelopment

Since Nov'20 -iNurture Education Pvt. Ltd., Bangalore as Project Manager

Role:
- Develop strategy to provide participants learning experience across online and blended mode programs to ensure that stake holders are continually engaged and providing effective delivery by focused interactions by involving internal operational stake holders and decision makers.

- Meeting Project timelines starting program design till the execution of delivery of the program.

- Collaborating with program design, Construct, Industry, Content and Program delivery team for the smooth deliverables of online programs.

- Ensuring cross departmental readiness, Sales, Marketing, Admissions.

- Preparing blueprints based the industry trends on cloud front and providing recommendations as per the market standards to Academic Directors and Internal stakeholders.

- Managing stake holders for effective delivery of the program and contributor to the instructional design and delivery of programs offered by iNurture Learning by supporting faculty in delivering courses
Identify, on-board and manage an **external team of subject matter experts** and industry professionals

- Ensuring Meeting compliance in terms of quality of the training.

- Networking with Industry experts to ensure availability of Academicians, Directors.

- Responsible for bringing process changes within the team and recommending changes for cross teams

- Establishing connects with Industry experts and Subject matter experts to bring in the real-world use cases and content recordings as per the designed curriculum.

May'19 - May 20-Great Learning, Bangalore as Program Manager

Role:
- Develop strategy to provide participants learning experience across online and blended mode programs to ensure that stake holders are continually engaged and providing effective delivery by focused interactions by involving internal operational stake holders and decision makers.

- Preparing blueprints based the industry trends on cloud front and providing recommendations as per the market standards to Academic Directors and Internal stakeholders.

- Managing stake holders for effective delivery of the program and contributor to the instructional design and delivery of programs offered by Great Learning by supporting faculty in delivering courses
Identify, on-board and manage an **external team of subject matter experts** and industry professionals

- Ensuring Meeting compliance in terms of quality of the training.

- Networking with Industry experts to ensure availability of Academicians, Directors.

- Responsible for bringing process changes within the team and recommending changes for cross teams

- Establishing connects with Industry experts and Subject matter experts to bring in the real-world use cases and content recordings as per the designed curriculum.

ORGANIZATION :mu Sigma Business Solutions
Duration : Mar 1st 2017 to Dec 2018
Head Count – 3500 +
Role: Program Manager

Company Profile:

Roles & Responsibilities:

Program Designing and Managing:

- Build and maintain relationships with customers,internal stakeholders,supervisors and Delivery Heads at assigned engagements through regular meetings, establishing dedicated time for impromptu discussions, etc.

- Played a very vital role in designing and managing the learning programs for MSU graduates in sync with the business requirement:

    o The above program ensures within 3 months of time frame we were able to provide skilled decision scientist who will be confident to hit the delivery floor and start working on the client projects.

    o The training coverage was predominantly on statistical modelling, r, python, my Sql and learners are expected to solve multiple problem spaces in different domains.

    o The entire sessions were handled by internal and external delivery stake holders and customers are provided with the business context upfront which supported the learning experience.

    o Continuance touch base with students, business stakeholders and SMEs to bridge the gap in terms of providing the right set of learning.

    o Learners will go through a detailed discussion before they hit the delivery floor and provided with a feedback on improvements needed and All the discussions are only allowed if they are scoring 60% and above on the internal evaluations which happens at different intervals by the Hiring managers during the journey.

- Support engagement stakeholders in defining and filling resource requirements including counseling on resource mix, pyramids, contractor usage, outside availability, etc.

- Assist with the identification and evaluation of candidates for open resource requests and work with engagements to modify requests if candidates are not available.

- Complete inclusive scheduling process and participate in scheduling decision-making escalation processes, as appropriate.

- Monitor supply and demand of assigned personnel by consistently reviewing chargeability and availability and following up, as needed and raising issues, as appropriate.

General HR

- Manage training needs to apply and monitor training programs

- Coordinate the implementation of people programs and initiatives.

- Develop and implement learning strategies and initiatives aligned with the overall business strategy and Design & implement Career Development Plans for HR Talent Pool

- Support current and future business needs through the development, engagement, motivation and preservation of human capital

- Develop and monitor overall HR strategies, systems, tactics and procedures across the organization
- Nurture a positive working environment

- Plans and conducts new employee orientation to foster positive attitude toward Company goals.

- Represents organization at personnel-related hearings and investigations.

Feb'12 to Sep 16 Qsource Consulting Ltd., Bangalore as Development & Training Manager
Role:

- Mentored and trained a team of 60 members

- Focusing on strategic initiatives for HR, driving key projects, process improvements and employee satisfaction

- Planning the layout and process flow of each HR system including performance appraisal, salary, leaves, MIS, increment & promotion calendar, joining and exit process

- Completing the process documentation and preparing reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations)

- Mentoring the team and maintained relationship across different locations and business units

- Working as a Member of design review team, organized daily meetings and weekly reviews during implementation and testing phase

- Executing change management program; appreciated by department heads for glitch-free implementation

- Introducing performance reports in line with confidential reports for driving performance-oriented culture

- Imparting training and managing the project life cycle as per the business requirement:

  o CRM for recruitment end-to-end processes (job posting, screening, telephonic interview, routed candidates to hiring manager, performed background checks, changed dispositions, rolled out offer letters to applicants, prepared for hiring process and closing job on CRM)**(Designed & Executed)**

  o Greythr for HR Admin (created position numbers, department, locations, updating tree structure, hiring process, job data change, termination, updated LOA, approved overtime, PTO, BAS, adding meal waiver status, running time & admin process, annual pay Increase & reporting based on queries used by Greythr)

  o Greythr tool (Cloud)- Managed the entire streamline process automation of the Cloud tool .

  o CRM (Microsoft) - Managed and designed project to drive Sales unit efficaciously **(Designed & Executed)**

  o Navigator: E learning portal for process learning for employees - (Created and made live using Drupal web templates)

Key Highlights:
- Ensuring adherence to statutory compliance always at 90%

- Received Best Centre Academic Head award for a remarkable performance in 2006-07

- Performed as a key driver in design and implementation of HR Portal (Greythr), a comprehensive HR tool, thus reducing turnover time by 75% in all major HR processes and achieved zero discrepancies in the same

- Created and executed Training Program for Fresher's to ensure job skills are attained in a time span of 15 working days that resulted for a new hiring model the low cost hiring & ensured new thoughts ideas in the system

- Extensively involved in recruitments and performed mid to senior level hiring

- Planned and executed technology training and development programs

  Identifying training needs across all levels through mapping of skills required for particular positions and analysis of existing level of competencies along with directing an effective participation system

  Formulated and implemented the technology training programs on a Quarterly basis

May'11 – Feb'12   Next Education India Pvt. Ltd., Bangalore as Academic Manager
Role:
- Worked as a member of internal training for the operational training work-stream

- Designed programme planners, actions and milestones and prepared status updates in line with next way of program management

- Planned and coordinated with the Head of Operational Team for the process updates and communicate the same

to teams across the projects

- Monitored all accounts in assigned geography, teacher training and steered product usage in schools

- Imparted class edge training and integration of lesson plans with teaching strategies

- Coordinated with other departments to resolve customer issues/ concerns

- Managed onsite school coordinators and ensured high engagement levels

- Reduced attrition of the school coordinators

- Enrolled schools for additional teacher training programs

Apr'10 – Apr'11 Indiacan Education Pvt. Ltd. (Educomp & Pearson), Bangalore as Master Trainer for UIDAI, English & IT
Role:
- Worked on a project: "Kshamtha" for Indian Army personnel initiated by Microsoft

- Selected the trainers and inculcated in them all the qualities required to manage the English language training

- Managed the preparation, delivery methodology, communication, professionalism, language and ELT knowledge, assessment feedback and coaching, classroom environment

- Monitored the UIDAI project (A Government of India) initiative, headed by Nandan Nilekani

- Certified as the first Master Trainer for UIDAI project in IndiaCan

- Conducted many T3 (Train the Trainer) sessions both for the IndiaCan employees and the clients of IndiaCan

- Maintained the batch tracker to ensure scheduled running of batches

- Provided online support for centres, in and outside Bengaluru

- Imparted new hire training for employees on technical issues i.e. training new hire

Dec'06 – Mar'10   Aptech Computer Education, Kerala as Centre Academic Head
Role:
- Achieved customer delight by ensuring quality education & building "Best Technology Centre" image for the centre

- Implemented quality systems for delivery of training at the centre & utilization of centre resources

- Addressed academics related concerns at the centre and assisted enrollment through word of mouth by providing quality training

- Imparted new hire training for employees on technical issues i.e. training NHTs (New Hire)

- Performed full lifecycle of recruitment functions for Indian market including sourcing, screening, qualifying the candidates, scheduling, coordinated interviews, sent offer letters to the selected candidates, initiated on-boarding formalities, got the necessary documents for background verification and provided necessary details to the shared service team on the date of joining

- Incorporated HR intervention sessions called as Q-forum which decreased employee grievances by 20%

- Created customized training modules ensured need-based training & real time performance tracking of individuals

- Developed incentive and recognition schemes for high flyers and promoting a culture of internal development within the company

- Engaged vendors for initiating BGV checks as recommended by the client

‖Education

- Bachelor of Commerce from Vinayaka Mission University, Tamil Nadu in 2006
- Advanced Diploma in Software Engineering from Aptech Computer Education, Kerala in 2006
- Lean Six Sigma Green Belt Certified (12445966) Exemplar Global

‖Personal Details
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Date of Birth: 20th August 1983
Languages Known: English, Hindi and Malayalam