

HONEY SAMAR JAND

☎: 09376940729; ✉: honeyjand@gmail.com

Human Resource Professional: Specialized in Talent Management and L&OD

Offering 17 years of experience

PROFILE & STRENGTHS

- ◆ Competent, diligent and result oriented professional offering **around 17 years of experience across Learning & Development, Team Management, Performance Management, Employee Relations, Leadership Coaching, Counseling, Organization Development, CSR, Operational Excellence; Vendors Management**; Currently spearheading Operations Training & COE with **Numerator Vadodara**.
- ◆ Thorough exposure across managing training programs on matters pertaining to Employee Inductions, Soft Skills, Leadership Development & Coaching, Customer Service & Process Management, coupled with the knowledge of Training Need Analysis, Content Development, Train the trainers, Mandatory Compliance Training.
- ◆ Hands on experience in Contact center trainings and process trainings.
- ◆ Demonstrated skills in team collaboration and brainstorming resulting in team building, conflict resolution, setting goals, driving results and implementing change. Skilled in designing and delivering training, instructional solutions, performance development, gathering training requirements and customizing training solutions as per the need
- ◆ Exceptional coordination skills with ability to evolve work synergies to ensure bottleneck free job accomplishments. Keen planner and farsighted with strengths to perceive beyond obvious. Establishing Centre of Excellence in the organization. Result driven and focused with immaculate work habits, excellent man management, time management and leadership skills.

Core Competencies

◆ Training & Development ◆ Contact Center Training ◆ Performance Management ◆ Organizational Development ◆ People Potential Building ◆ Employee Relations ◆ Unique Engagement Initiatives ◆ Internal Assessment ◆ Career Counseling ◆ Employee Engagement. ◆ MIS ◆ Strong Interpersonal Skills ◆ Sharp Analytical Skills ◆ Effective Leadership Skills ◆ Excellent Communication Skills ◆ Operational Efficiency and Kaizen ◆ Employee Rewards & Recognitions ◆ Competency Mapping ◆ TNI

PROFESSIONAL EXPERIENCE

Numerator (Vadodara)

Oct 2021- Till Date

Senior Manager (Head Operations Training & COE)

- ◆ Ensuring smooth transitions of process from Jamaica and North America to India
- ◆ Designing and structuring behavioral and functional training modules.
- ◆ Overseeing the trainings for the SMEs and chalking out SME development plans.
- ◆ Designing training architecture for the process transitioned for the COE
- ◆ Manage Special Training program through External Vendors.
- ◆ Maintain and Report the Training coverage as per the road map.
- ◆ Monitor Learning path of Employees at various stages.
- ◆ Mentoring and training the team of trainers and Consultant Trainers.
- ◆ Manage e-learning program and Modules. Hands-on Experience in Leaderboard and Gamification.
- ◆ Drive Diversity and other OD interventions in the Organization.
- ◆ Rolling out the leadership development programs for the upcoming team leaders.
- ◆ Hi-Pot identification and their development
- ◆ Onboarding program
- ◆ Hands on experience on using e-learning platforms, employee survey platforms and Content creation tools like Northpast, Ispring, Engagedly & Qualtrics

Amneal Pharmaceuticals (Ahmedabad)

Sep 2018- Oct 2021

Manager Human Resources (Talent Management & L&OD)

- ◆ Driving the organizational Development Intervention and Amneal's Culture of "Rise Lead and Succeed".
- ◆ Manage deliverables according to endorsed plans and timelines across multi-functional teams including course design, development and deployment for in classroom ILTs and E-learning.
- ◆ Partner with hiring team to develop & implement robust on-boarding programs for new hires.
- ◆ Conducting employee satisfaction surveys for the complete employee life cycle from Joining, Induction to Exit.
- ◆ Developing the team members & colleagues through train the trainer's interventions.
- ◆ Covid19 mitigation measures & tracking for prevention.
- ◆ Drive Goal Setting and PMS for all the employees across the organization. Designing performance improvement programs for the some of the employees as needed.

- ◆ Designing, Analyzing and Implementing structured Training Need Identification & program Management (Classroom & digital)
- ◆ Implementation of Learning Management System.
- ◆ Handling a Team of Learning and Development professionals and chalking out their development plans.
- ◆ Develop processes, as needed, and monitor activities related to compliance training programs.
- ◆ Ensure programs and projects are evaluated for effectiveness and customer satisfaction by measuring the NPS and that feedback is utilized as part of the continuous improvement process.
- ◆ Development of metrics and performance measures, reporting and analysis to meet business needs, and regulatory requirements.
- ◆ Budget management; develop and manage budget for training projects.
- ◆ Ensuring compliance training on regulatory requirements like Code of Conduct and POSH. Consistent implementation of best practices, standards, and training to all locations on Kaizen, 5S and Operational efficiency.
- ◆ Interface with Amneal learning groups globally to coordinate and utilize existing educational resources, programs and infrastructure to meet requirements.
- ◆ Driving the Employee Engagement Programs and online Reward and Recognition for 3700 Employees across India.
- ◆ Promoting self-paced program on LinkedIn learning & on oracle iLearning.
- ◆ Establishing & driving the reward & recognition employee engagement program, spread across 9 locations for over 3700 on roll employees.
- ◆ Ensuring campus recruitment and tie-ups with top pharma colleges and designing Campus to corporate programs for the new hires.

Cigna TTK Health Insurance (Mumbai)
Manager HR (Corporate HR & L&D)

Nov 2017- Sep 2018

- ◆ Training need analysis and developing Training Road maps.
- ◆ Designing and structuring behavioral and functional training modules.
- ◆ Contact center training & improving call throughput.
- ◆ Training Budgeting.
- ◆ Managing CEP (Continuous education program).
- ◆ Manage Special Training program through External Vendors.
- ◆ Maintain and Report the Training coverage as per the road map.
- ◆ Monitor Learning path of Employees at various stages.
- ◆ Mentoring and training the team of trainers and Consultant Trainers PAN India.
- ◆ Manage e-learning program and Modules. Hands-on Experience in Leaderboard and Gamification.
- ◆ Drive Diversity and other OD interventions in the Organization.
- ◆ ACDC for succession planning & promotions
- ◆ Hi-Pot identification and their development
- ◆ Onboarding program
- ◆ Compliance programs

IDBI FEDERAL LIFE INSURANCE CO. LTD. (Ahmedabad)
Regional Learning and Development Manager Gujarat

Aug 2015 – Nov 2017

- ◆ Recruitment and Team Building.
- ◆ Managing a team of 15 HR and Admin teams across Gujarat
- ◆ Training and Engagement of new employees across Gujarat.
- ◆ Designing Training Programs for front line Managers in consultation with their Managers.
- ◆ Training and Engagement of Distributors to enhance their business performance.
- ◆ Execute learning and Employee engagement projects driven by HO.
- ◆ Manage Special Training program through External Vendors.
- ◆ Maintain and Update the Training MIS.
- ◆ Monitor Learning path of Employees at various stages.
- ◆ Mentoring and Training the team of trainers and Consultant in Gujarat.
- ◆ Manage e-learning program and Modules.
- ◆ Identifying Hi potential talent and their development

- ◆ Determining training needs, identifying training gaps & conducting programs to enhance efficiency of the team of 350 Employees of company's Sales and non-sales staff across Gujarat, as well as the business partners (1600).
- ◆ Looking after e-Learning activities of all the Employees & Measuring training Effectiveness till level 4 of the Kirkpatrick Model.
- ◆ Proficient in monitoring competency grids and identifying training needs for skill / competency up gradation; entrusted with the responsibility of planning and executing Learning and Developments Interventions of 8 branches in the Cluster.
- ◆ Analyzing the results of training program and workshops by implementing tracking mechanisms and accordingly taking further steps; gained ample exposure of conducting Need Based Training Programs in Soft Skills, Managerial Skills, Behavioral Skills and Functional Skills Specific to Operational Efficiency.
- ◆ Supervising and monitoring the working of a team of 12 Consultant Trainers to ensure efficacy in working and meeting of targets; identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members.
- ◆ Finding out needs of training and facilitating training programs and workshops for the team; accountable for planning monthly calendars and managing Annual planned training interventions of Employees; Certified in house at SBI Life on "Managerial Orientation Workshop" and "Training with Fun" TTT.
- ◆ Accountable for empaneling vendors and negotiating with Hotels for logging and Boarding arrangements of Employees; liaising & coordinating with local and national vendors to provide specifications and ascertaining adherence to the policies and procedures.
- ◆ Designing & presenting training dashboard at regular intervals.
- ◆ Nurturing healthy relationship with customers by satisfying their queries and providing them advice as per their individual needs for referral & generating repeat business.
- ◆ Hold credentials of getting certifications on Facilitation Skill level I and level II by "Performance Advantage".

ACADEMIC CREDENTIALS

Organizational Development certification program: Certified in OD by TISS and ODA in Aug 2022, in one of the top 10 global OD certification programs.

Master of Business Administration (marketing) – 2003

DBIM Surat South Gujarat University with 66%

Bachelor of Science – 1998

Govt. Girls PG College GGD University Bilaspur with 71%

Intermediate – 1994

MP State Board From Bharat Mata School Bilaspur with 72%

Matriculation – 1992

MP State Board From Bharat Mata School Bilaspur with 65%

Date of Birth: 03 Feb 1979

References: Available on request.

ANNEXURE-1
KNOWLEDGE CAPITAL VALUE ADDITIONS

1. FACILITATION SKILLS LEVEL (I) :

From: - 20 May - 24 May 2010

I have Undergone Basic Level of Facilitation Skills by SBI Life Insurance Company Ltd. The program aimed participants to understand about various learning methodologies and using these techniques to facilitate learning with different kinds of learners.

2. PERSONAL EFFECTIVENESS PROGRAM:

From: - 10 Sep – 11 Sep 2010

The program aims at enhancing the personal effectiveness of the participants for training delivery.

3. TRAIN THE TRAINERS PROGRAM ON LEARNING WITH FUN:

From: - 2 April -5 April 2011

The workshop aimed to use various fun techniques to derive learning, using various tools, formats and games to derive learning.

4. TTT ON BASIC FINANCIAL PLANNING:

From: - 27 Nov-30 Nov 2011

I Am Certified in Basics of Financial Planning by “IMS Pro School India”. This Certification enables participants to Train Wealth Managers to enhance Sales.

5. TTT ON BASIC COMMUNICATION SKILLS :

From: - 27 Sep - 30 Sep 2012

The program by “Xtra Miles Learning” aimed on the usage of various Communication Skills elements in Training Programs to make the training more effective.

6. PRESENTATION SKILLS WORKSHOP:

From: - 4 April – 6 April 2013

The TTT program aims to equip trainers to deliver Presentation Skills workshop for the Sales team.

7. BRAND I:

From: - 31 Oct – 1 Nov 2013

The program aimed to enhances the Assertiveness of the Participants.

8. TTT CUSTOMER SERVICE WORKSHOP:

From: - 2 May till 4 May 2014

The Program equipped the Trainer to Deliver Workshop for the customer service executives thereby enhancing their customer orientation.

9. TTT CONVERSATIONAL SELLING SKILLS MODULE:

From: - 11 Aug – 14 Aug 2014

The TTT program was on the module Developed by “Swiss Re” on “Conversational Selling Skills” for Banking Channel.

10. TTT ADVANCE TOOLS FOR SELLING:

From: - 9 April till 11 April 2015

The TTT program aims at using Advance financial tools for personal financial Planning.

11. RECRUITMENT SKILLS WORKSHOP:

From 8 May till 11 May 2015

The TTT program is on enhancing channel development skills of Agency Managers through recruitment of financial consultants.

ANNEXURE-2
CONTENT ENHANCEMENT / DEVELOPMENT
BEHAVIOURAL SKILLS ENHANCEMENT

- ✚ **Listening skills:**
A Practical Workshop on Importance of empathetic listening
- ✚ **Situational Leadership:**
A leadership model that discuss about using various leadership styles as per your team.
- ✚ **Accountability: No More Excuses:**
A Practical Workshop on Accountability and how to develop the sense of ownership in the organisation across all the level.
- ✚ **Decisive:**
The program talks about the art and Science of Decision Making and execution.
- ✚ **Good to Great:**
The program throws insights on what makes an organization to move from Good to Great and Break the barriers of comfort zones.
- ✚ **My Attitude - My Choice**
A Practical Workshop, Involving Application Of Very Practical Formula Designed To Change An Individuals Paradigm.
- ✚ **Team Work Makes Dreams Work**
Practical Workshop Uses 9 Different Games Focusing On Understanding Simple Steps To Building Sustainable Successful Teams. Key Focus Is On The Group Dynamics, Forming, Norming, Storming, Performing, Applying The Learnings To Enhance Teamwork.
- ✚ **Inter-Personal Relationship**
Cordial Relations At Home Bring A Happier Employee To The Work Place And Vice Versa. At Workplace We Build Expectations Without Clearly Defining The Roles. This Workshop Focuses On Building A Very Strong Relationship With Colleagues, Friends And Spouse By Developing Understanding To These Little Differences.
- ✚ **Defuse your Anger - Defuse your Stress**
Learning To Identify Factors Causing Eustress And Distress, 11 Reasons That Makes Us Angry And How To Control Proactively Situations That Cause Anger, Autosuggestion As A Tool To Control Stress And Anger.
- ✚ **Capacity v/s. Capability**
Human Being Has Enormous Capacity. What Differentiates Is The Capability To Use The Capacity. Intelligence Is Developable Quality And This Workshop Focuses On Development Of This Capability.