Objective

Seeking a challenging career in industry to utilize all my skills, efforts to explore, learn, adapt myself to the latest & demanding technologies, realize my potential, contribute to the development of an organization and myself with the best of my performance.

Education

* **Bachelor of computer Application**, Global College of IT, Hubli, India July 2011.
* PUC, P.C Jabin College, Hubli 2008

EXPERIENCE SUMMARY

* Currently working with “**Zensar Technology**” as a **Senior Analyst** (SME), E-learning, Quality Assurance, L&D Administrator (HRO Domain), from May 2017 – till date.
* **Nearly 6.5 years** of experience **Learning and Development/E-learning**.
* Working with Learning and development team, LMS support, Quality Assurance Testing, Instructional Design Team on eLearning course Content Testing, functionality testing, HR operations, service desk, document auditing and Working on training/course URL’s, Excellent experience in various Customer and client support, SEO Microsoft bing. Has good team leadership skills and invariably meets client expectations.

Experience

1. **Zensar Technology ,Bangalore, India**

**Senior Analyst June 2017 – Present**

**SME (Subject Matter Expert) – Learning and Management System Team**

* Associated with **Learning and Development** for India training team.
* Create the Storyboard based on content.
* Develop E-learning course using Articulate Storyline.
* Quality Assurance Testing with check list.
* Working on functionality testing of e-learning courses, browser testing, check content quality and accuracy of e-learning courses
* Testing the video functionality, Bookmarking feature, course completion status, compatibility Testing and Performance testing for E-learning course on platform (Mac/Windows/Mobile) testing.
* Responsible for creating/updating SOP (Standard Operating Procedure)
* Performing QA reviews of course materials to ensure functionality and compliance with internal standards guidelines.
* Create test report of all findings and assigned pass/fail statuses and provides feedback to content developers and collaborates with team in aligning the course materials to internal standards.
* Conducting Induction program and Joining formalities and Schedule training in Learning Management System.
* Coordinate with our events team to book rooms, arrange the session and other event services, Vendor management activity for induction and classroom based training.
* Internal communications to training audiences, Notification pre-post training.
* Create course catalog in the LMS
* Coordination with participants and the Trainers by blocking their Calendar for delivering the training session.
* Maintain program documentation to reflect current curriculum

**Tools used:** **LMS:** Global Learning Management System,

**Articulate storyline, LMS SuccessFactor**

**CCD:** Course Compliance Documentation.

**Power BI** to create dashboard for every montly.

SAP BusinessObjects for Reports

**Key Deliverables**

* Preparing monthly scorecards of team members.
* Participating and handling client calls on weekly basis.
* Conducting project meetings on a weekly basis.
* Preparing analysis on project-level defect log trackers, automation ideas.

Operational Responsibilities

**Team & Process Management**

* Assigning work requests to the team and ensured the volumes are cleared within TAT
* Attendance management, appraisals, One on One meeting with team members to have a clear understanding of the business goals, performance expectations and thereby promoting an effective working environment.
* Adherence to Standard Operating Procedures and maintenance of Operating Model.
* Ensuring the team members have a clear understanding of the business goals, performance expectations and thereby promoting an effective working environment.
* Provides continuous feedback to the team members in the areas of recognition, corrective action and succession planning.
* Building team cohesiveness through meeting the team member, team goal setting and brainstorming.

**Organizing team Meetings**

* Preparing agenda for the meetings.
* Handling the client calls on a weekly basis.

1. **TATA CONSULATANCY SERVICE ,Bangalore, India**

**Senior Process Associate (Client** **– PWC\_L&D) July 2014 – Dec 2016**

* Auditing the documents submitted by the requestor/customers.
* Auditing the Course details submitted by sponsor and ensuring that the course material, Course Announcement and High Level Design Document provided meets the NASBA guidelines.
* Audit of Course Agenda, Evaluation and Sign in Sheet(Attendance Sheet) and create the CoC (Certificate of Completion)
* Review course materials to confirm learning objectives have been met based on results of audience and needs analysis results.
* Evaluate course assessment results and prepare recommendations for future enhancement.
* Communicate employees about training options
* Eye for detail on the Content and Ensure adherence to the content style guide.
* Working with Content management team to manage the training content on the website.
* Collaborate with subject matter experts, training team to design and develop training material, participant materials, assessments and evaluations.

1. **Inofsys LTD, Bangalore, India**

**Senior Process Associate (Client** – **Microsoft) January 2012 to July 2014**

* Worked for Microsoft Search Engine Optimization SEO– BING Online Ads
* Supported for Bing Ads Customer based on ticket provide by the clients.
* Creation of keywords for websites and Ad group for Global market.
* Content Review for website for Global Market.
* Online ad trafficking and campaign for Website.
* Writing text Ads for website for Global Market.
* Creation of Negative keywords to block the irrelevant ads not to appear on website.
* Analyzing Web Content based on guidelines of Bing.
* Dealing with Ad Operations for displaying of Ads.
* Reviewing Text & display ads based on the guidelines.
* Approval and Rejection of Ads based on guidelines of Bing.
* Supporting customer to increase traffic &amp; revenues for the website

Personal Information

**Father’s Name**         : Shrikanth Kurahattimath

**Mother’s Name** : Manjula Kurahattimath

**Date of Birth**           : 25 August 1990

**Gender**           : Male

**Language** : English, Hindi, Kannada.

**Permanent Address** : #129 Arjun Vihar Gukul road Hubli- 580030

DECLARATION

I hereby declare that the above furnished information is true, to the best of my knowledge. 

**Date: 7/9/2021            (Vinay SK)**

**Place: Bangalore**