

M. KARTHIK

Learning Experience Designer | Instructional Designer | Learning & Development Professional

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PROFESSIONAL SUMMARY

Learning professional by choice and passion, with 10+ years of experience across Education & Consulting, Retail, BFSI, IT/ITES, and Telecom, including global Learning & Development and Go-to-Market environments. Experienced in owning learning initiatives end to end - from stakeholder scoping, needs analysis, design and development through facilitation, governance, launch, and post-launch support. Combines instructional design, digital learning, leadership development, performance consulting, stakeholder management, and learning project ownership to translate complex product, process, technical, and behavioral requirements into practical learning experiences that improve readiness and performance.

CORE EXPERTISE

Instructional & LXD: ADDIE, SAM, Bloom's Taxonomy, Gagné's Nine Events, storyboarding, learning journeys, microlearning, scenario-based learning, performance support

L&D & Facilitation: TNA, onboarding, Ready-for-Role, product/process training, sales enablement, leadership development, ILT, VILT, TTT, blended learning

Digital Learning & Content: Storyline 360, Rise 360, Camtasia, Snagit, AEM, Canva, video production, QRGs, Digital Knowledge Guides, job aids

Governance & AI: Stakeholder management, project management, LMS, assessments, certification, documentation, Legal & Labor review, Gemini, Gemini Gems, NotebookLM, Smartsheet

PROFESSIONAL EXPERIENCE

Verizon | Learning Experience Designer / Instructional Designer

Jun 2024 - Present

Telecom | Global Learning & Development | Go-to-Market

- Own assigned Go-to-Market learning projects end to end, from stakeholder scoping and requirements analysis through design, development, review, compliance clearance, publication, and post-launch support.
- Design and develop multi-modal learning and performance-support solutions including Quick Reference Guides, Digital Knowledge Guides, Things to Know documents, Storyline courses, Rise courses, instructional videos, and learner-facing launch assets.
- Author promotional and learner-facing content in Adobe Experience Manager (AEM), manage iterative stakeholder reviews, and coordinate Legal and Labor clearance before scheduled publication.
- Maintain structured project repositories covering requirements, resources, drafts, feedback, approvals, deliverables, and final documentation to ensure traceability and governance.
- Support Priority-1, business-critical, and NDA-protected initiatives, handling sensitive pre-launch information with strict confidentiality and controlled access.

Reliance Jio | Manager - Learning & Development

May 2023 - Jun 2024

Telecom | Enterprise Capability | Andhra Pradesh

- Owned enterprise workforce capability development across Andhra Pradesh, travelling across cities to deliver Boot Camps, Ready-for-Role, refresher, new-product launch, sales-skills, soft-skills, and role-readiness programs.
- Created and customized learning modules across product, process, sales, behavioral, and enterprise capability requirements based on business needs.
- Selected to contribute to the Priority-1 AirFiber initiative at Reliance Corporate Park, Mumbai, collaborating with the HomeCare function on nationwide technical enablement.
- Produced AirFiber installation learning videos end to end - content articulation, storyboarding, visualization, scriptwriting, video shooting, Camtasia editing, and final module production - for use by installation teams across India.

Cognizant | Team Lead - Learning & Development

Jun 2022 - May 2023

IT / ITES | Offshore Delivery Center (ODC)

- Led L&D operations across client engagements within an ODC environment and managed a three-member L&D team through coaching, guidance, and delivery oversight.
- Collaborated with onshore teams to align learning processes, resources, delivery standards, and workforce-readiness requirements with client expectations.
- Enabled new-hire readiness through initial training, pre-process training, process training, boot camps, cohort learning, and certification support before transition to live operations.
- Used learner-performance data to segment batches, identify certification gaps, and run targeted remedial sessions and coaching for employees requiring additional support.
- Maintained training records, certification evidence, project documentation, and fortnightly reporting for stakeholder visibility and learning governance.

HDFC Life | Deputy Manager - Learning & Development

Jul 2018 - Mar 2022

BFSI | Core L&D | Bancassurance | Manager Development

- Managed core L&D interventions for new hires, consultants, sales teams, managers, and senior managers, covering induction, product, process, skill, knowledge, and Level 1 / Level 2 manager development.
- Used field-based performance consulting by accompanying sales leaders on live calls, diagnosing real-time capability gaps, and converting insights into targeted microlearning and reinforcement inputs.
- Proctored and monitored 30-day and 45-day post-joining assessments to evaluate learner readiness, knowledge retention, and progression after induction.
- Spearheaded the statewide Step UP initiative, where learning completion contributed to managerial career progression and promotion alongside business performance; drove participation, certification, and program adherence across branches.
- Supported Bancassurance and partner capability by training HDFC Bank, YES Bank, Equitas Bank, Concentrix, and other partner teams on HDFC Life products, processes, skills, and knowledge, including support for high-value customer opportunities.
- During COVID-19, helped convert classroom-led induction, Ready-for-Role, manager, consultant, product, and process learning into digital and virtual formats to maintain continuity during remote working.

MAX Fashions | Senior Executive - Talent Transformation

Dec 2016 - Feb 2018

Retail | Learning Delivery | Manager Readiness

- Designed and delivered induction, boot-camp, behavioral, OJT, and Train-the-Trainer interventions; developed localized QRGs and competency-based learning materials for regional retail teams.
- Supported LMS rollout, first-time-manager certification, cross-functional training calendars, and monthly business reviews; recognized as a Pan-India top performer in training completion and adherence.

Independent Consultant | Learning & Development Consultant

Jul 2012 - Nov 2016

Education | Colleges | Universities | Small & Medium Clients

- Designed and facilitated experiential workshops on leadership, team building, communication, presentation skills, and professional development for academic and business clients.
- Conducted training-needs analysis and developed storyboards, learning blueprints, structured curricula, and facilitator-led learning solutions; contributed to a consulting engagement supporting capability needs for the Bangladesh Government ICT Board.

EDUCATION & CERTIFICATIONS

PG Diploma in Instructional Design - Symbiosis University (2021) | **MBA - Finance & HR** - Sathyabama University (2012) | **B.Com** - Acharya Nagarjuna University (2010)

Certifications: CliftonStrengths | Certified DiSC Trainer | Certified NLP Practitioner | Certified IFDP Trainer | Master Trainer - MAX Fashions | Gold Trainer - HDFC Life | Certified Asia Sports Leadership Trainer