



Shama Kalam Siddiqui

Sr. Coach & Facilitator

SUMMARY

Has 16 years broad and diversified experience in the fields of Human Resources, Learning (TNI, Design, Delivery, Governance, Performance Management, Training Solutions, Quality and Continuous Improvement), Organizational and Leadership Development, Frontline Change, Customer Experience, Sales Enablement, Program and Project Management, Transitions and Implementations, Quality and Customer Demands

PROFESSIONAL EXPERIENCE

Apr 2021 – Present: UCaaS Company
Global HR & Training Program Director
Aug 2020 – April 2021: Digital Skillings
Senior Director Human Resources
Sep 2018 – July 2020: TDS Global Solutions
Head of Corporate Learning & Development, Health Care
Aug 2018 – Apr 2021: Dexcom, Legato, Optum
Senior Healthcare Training Leader (Consulting)
Apr 2016 - Mar 2017: AVTEG – JIS Engineering University Group
Director, Learning and Development

Aug 2004 to Apr 2016: Academia Consulting
Director, Quality and Operations
Apr 2015 - Jul 2015: Wipro Leadership Communications Consultant
Leadership Consultant

TRAINING EXPERIENCE

Leadership and Program Management – Has broad and diversified experience in the fields of Human Resources, Learning (TNI, Design, Delivery, Governance, Performance Management, Training Solutions, Quality and Continuous Improvement), Organizational and Leadership Development, Frontline Change, Customer Experience, Sales Enablement, Program and Project Management, Transitions and Implementations, Quality and Customer Demands for collectively 16 years. A culture champion who strategically leads organizational transformation and creates a high performing, committed and collaborative learning team obsessed about business success. Successfully mentored, developed and supervised direct reports ranging from Sr Managers, Managers, Supervisors/Team Leaders, Trainers, Instructional Designers and Content/Copy Writers.

People, Performance & Product – In-depth knowledge and strong background in providing an END to END on demand learning solutions to stakeholders, business owners and even potential clients. Well exposed in various global learning methods and design principles, practices, methods, and framework. Well versed in managing learning performance outcomes specifically with regard Speed to Competency (ROI). Well exposed to customer centric metrics, such as CSAT, NPS and etc.

Global Experience – Has worked and managed various learning solution programs (Traditional, Blended, eLearning, Gamified, Multimedia) together with a pool of learning practitioners across North America & Asia. Proven track record of expertise in training methodologies, leadership & organizational development, program design & management and advanced facilitation at a global scale

EDUCATION

✚ Calcutta University Honors Degree in Journalism and Mass Communication Ateneo De Manila University
✚ Masters Degree in English Language and Literature Teaching

✚ CERTIFICATIONS

- Project Management Professional (PMP)
- Project Management Institute (PMI)
- Certified Six Sigma Black Belt Certificate IASSC
- Certified SHRM-SCP On-going
- Certification Agile & Scrum Project Management institute
- Certified Strategic Focus for Leaders LinkedIn

