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NIKITA GODLANI

LEARNING SERVICE EXPERT | SENIOR TRAINING COORDINATOR

CONTACT

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A1/84A, West Delhi - 59



EDUCATION

MASTER IN COMMERCE

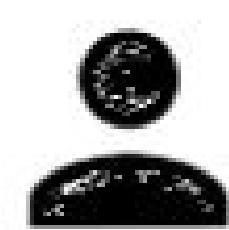
IGNOU
2020 - 2022

BACHELOR IN COMMERCE

Delhi University
2015 - 2019

PURSUING FRENCH

Alliance Française de Delhi



SUMMARY

I am a learning services professional with more than 4 years of experience, with a proven track record in managing training programs, events virtual & face to face client services. In my role at Conduent as a Learning Service Expert, where Novartis is my key client, I specialize in delivering effective learning solutions, optimizing processes, and ensuring successful client outcomes. Senior Training Coordinator in NIIT with a proven track record of scheduling, implementing, moderating and managing comprehensive responsibility for providing timely and accurate training and operational support to Merchants, Stakeholders through systems used to manage and organize schedules. Seeking position to leverage proven expertise in process improvement, team leadership, and project management to drive operational excellence and support organizational growth.



SKILLS

- Operations Management
- Client Relationship Management
- Cornerstone on Demand
- Salesforce CRM Management
- Excel, PowerPoint, Outlook, Word
- Nokia Learning & Development Hub, Up4Growth
- Canva, Menti Meter, Kahoot
- Incident Management &
- RCA Preparation



WORK EXPERIENCES

Learning Service Expert

Conduent Business LLP / 2023 - Present

- Effective communicator with strong planning, and decision-making skills.
- Extensive experience in managing training operations, process improvement, a project management.
- Strong prioritization and time management skills, with a high degree of flexibility.
- Embrace constant change with flexibility and good grace.
- Demonstrate appropriate sense of urgency for contact response time in the face of variable workflow.
- Demonstrated ability to implement new ideas and adapt to learning opportunities.
- Proactive team player eager to assume responsibilities from superiors.
- Possesses in-depth process knowledge and a focused approach.

SENIOR TRAINING COORDINATOR

NIIT PVT LTD / 2020 - 2023

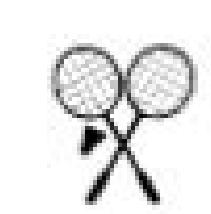
- Manage Sfdc(Salesforce), Csod Platform for awarding, rewarding, attendance tracking and scheduling trainings.
- Provide resolutions to Training Administration issues and demonstrate excellent customer service skills through telephone, MS Teams calls, chat, and e-mail support.
- Serve as a Subject Matter Expert (SME) and address process-related queries.
- Collaborate with stakeholders within client organizations to understand their needs
- Prepare SharePoint repositories for every client to ensure efficient organization and accessibility of important documents and resources.
- Document all communication, data from sessions and event for the stakeholders for future reference.



HOBBIES



Yoga



Badminton