

TAHIR MIRZA

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PROFESSIONAL SUMMARY

Results-driven **Senior Learning Experience Designer** with **16+ years of experience** designing, developing, and implementing high-impact learning solutions across healthcare, BPO, technology, sales, and corporate services environments. Proven expertise in creating enterprise-scale learning ecosystems that enhance workforce capability, improve business performance, and drive measurable organizational outcomes.

Specialized in **Learning Experience Design (LXD), Instructional Design, Digital Learning Transformation, eLearning Development, LMS Administration, Learning Analytics, and AI-powered Learning Solutions**. Extensive experience leading end-to-end learning initiatives from Training Needs Analysis (TNA) and content strategy through deployment, evaluation, and continuous improvement using ADDIE, SAM, Bloom's Taxonomy, Gagne's Nine Events, and Kirkpatrick's Four Levels of Evaluation.

Expert in Articulate Storyline 360, Rise 360, Adobe Captivate, gamification, adaptive learning, immersive learning technologies, and stakeholder management. Adept at partnering with global leaders, SMEs, and cross-functional teams to translate complex business challenges into engaging, scalable, and measurable learning solutions.

KEY CAREER HIGHLIGHTS

- 16+ years of experience in Learning Experience Design, Instructional Design, Sales Enablement, and Learning & Development.
- Designed and delivered learning solutions impacting **3,500+ learners** across healthcare, BPO, technology, and sales environments.
- Developed **100+ eLearning modules** using Articulate Storyline 360, Rise 360, and Adobe Captivate.
- Led enterprise learning projects across onboarding, compliance, leadership, operations, process, and sales training domains.
- Reduced content development effort by up to **40%** through AI-assisted content creation and rapid development methodologies.

- Achieved **95%+ compliance completion rates** through effective learning design and LMS administration.
- Improved onboarding efficiency and learner engagement through modern digital learning experiences and performance-focused solutions.
- Strong experience in stakeholder management, learning analytics, learning technology implementation, and global collaboration.

CORE COMPETENCIES

Learning Experience Design (LXD)	Instructional Design	ADDIE & SAM Methodologies
Storyline 360 & Rise 360	Adobe Captivate	Gamification & Microlearning
Training Needs Analysis (TNA)	Learning Analytics & ROI	Kirkpatrick Evaluation Model
LMS Administration	Absorb LMS / Moodle / Adobe Learning Manager	Adaptive Learning Technologies
Stakeholder Management	Client Relationship Management	Business Development Support
Project Management	Team Leadership	Cross-Functional Collaboration
Performance Consulting	Coaching & Mentoring	Change Management
Generative AI Tools	AI-Assisted Learning Development	Multimedia Content Development
Photoshop & Illustrator	Camtasia & Premiere Pro	Storyboarding & Content Architecture

PROFESSIONAL EXPERIENCE

Senior Learning Experience Designer

TP (Teleperformance) | Gurugram, India | Remote

October 2024 – Present

Lead strategic design and delivery of enterprise-scale learning solutions supporting workforce capability development across global operations.

Key Responsibilities

- Design and develop end-to-end digital learning experiences using Storyline 360, Rise 360, and AI-powered learning technologies.
- Partner with business leaders to identify capability gaps and create performance-focused learning strategies.

- Integrate Generative AI, gamification, adaptive learning, and innovative learning technologies into learning ecosystems.
- Manage the complete learning lifecycle, including analysis, storyboarding, development, deployment, stakeholder reviews, and optimization.
- Develop learning measurement frameworks leveraging Kirkpatrick's Model and learning analytics.
- Ensure accessibility and inclusivity by applying Universal Design for Learning (UDL) principles.

Key Achievements

- Designed and deployed **20+ digital learning programs** supporting multiple business functions across global operations.
- Reduced learning development turnaround time by **40%** through AI-assisted development processes and optimized workflows.
- Delivered learning solutions impacting **1,000+ employees** across multiple business units and geographies.
- Increased learner engagement by approximately **35%** through gamified and interactive learning experiences.
- Improved stakeholder visibility into learning effectiveness through analytics-driven dashboards and reporting.
- Developed scalable learning solutions supporting workforce readiness and business transformation initiatives.

Learning & Development Manager

ICG Medical | Gurugram, India

January 2020 – April 2024

Led the Learning & Development function for a global healthcare staffing organization, overseeing learning strategy, instructional design, and digital learning transformation initiatives.

Key Responsibilities

- Developed enterprise-wide learning strategies supporting onboarding, compliance, leadership, and professional development.
- Designed and managed digital learning programs using Storyline 360, Rise 360, and Adobe Captivate.

- Administered LMS platforms including Absorb LMS, Moodle, and Adobe Learning Manager.
- Led cross-functional teams responsible for learning content development and deployment.
- Collaborated with senior leadership and international stakeholders to deliver performance-focused learning solutions.

Key Achievements

- Built and managed a learning ecosystem consisting of **100+ learning assets** supporting organizational capability development.
 - Reduced onboarding time by **25%** through structured learning pathways and self-paced digital learning programs.
 - Achieved **95%+ compliance training completion rates** across critical business functions.
 - Supported learning initiatives impacting **2,000+ employees and healthcare professionals** globally.
 - Improved learner satisfaction scores by approximately **20%** through enhanced instructional design methodologies.
 - Reduced LMS administration effort by **30%** through process improvements and automation initiatives.
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Senior Sales Trainer

Al Ruhaan India Private Limited | Srinagar, Jammu & Kashmir

October 2017 – December 2019

Managed daily training operations and delivered high-impact sales capability programs focused on business growth and employee performance.

Key Responsibilities & Achievements

- Designed and delivered blended learning programs combining classroom training, coaching, and digital learning.
- Developed sales enablement content, job aids, assessments, and performance support tools.
- Conducted coaching programs focused on consultative selling, objection handling, and customer engagement.
- Collaborated with business leaders to align learning outcomes with revenue objectives.

- Improved team productivity and sales effectiveness through KPI-driven coaching and performance interventions.
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Process Specialist / Trainer

Cognizant | Hyderabad, India

May 2014 – September 2017

Led onboarding, process, and product training initiatives supporting Google operations while driving learning effectiveness and quality performance.

Key Responsibilities

- Delivered onboarding, process, product, and quality training programs for operational teams.
- Developed SOPs, training materials, and process documentation aligned with client requirements.
- Conducted training needs analysis and performance improvement interventions.
- Managed coaching and development activities for operational teams and SMEs.

Key Achievements

- Delivered onboarding and process training for **500+ associates** supporting Google operations.
 - Improved speed-to-proficiency by approximately **20%** through structured onboarding and learning interventions.
 - Managed learning support and capability development initiatives for a team of **46 associates and SMEs**.
 - Reduced quality errors by approximately **15%** through targeted refresher training and process improvement initiatives.
 - Maintained learner satisfaction ratings consistently above **90%**.
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Sales Trainer

Banday Group of Companies | Srinagar, Jammu & Kashmir

May 2010 – March 2014

Delivered sales training, coaching, and capability development programs designed to improve customer engagement and business performance.

Key Responsibilities & Achievements

- Designed and facilitated programs covering consultative selling, negotiation, customer service, and objection handling.
 - Introduced scenario-based learning methodologies and role-play frameworks.
 - Collaborated with leadership teams to align training delivery with business objectives.
 - Increased sales team performance by approximately **18%** through structured coaching and competency-based learning interventions.
 - Built strong foundational expertise in adult learning principles, performance coaching, and instructional delivery.
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EDUCATION

Bachelor of Science (B.Sc.) - Information Technology

University of Kashmir | Srinagar, Jammu & Kashmir

2007 – 2011

Grade: 7.4/10 (A+)

Higher Secondary Certificate (HSC)

State Board of School Education, Jammu & Kashmir

2004 – 2007

Grade: 5.8/10 (B)

TOOLS & TECHNOLOGIES

Authoring Tools:

Articulate Storyline 360, Rise 360, Articulate 360 Suite, Adobe Captivate

Learning Management Systems:

Absorb LMS, Adobe Learning Manager, Moodle

Multimedia Tools:

Adobe Photoshop, Adobe Illustrator, CorelDRAW, Adobe Premiere Pro, Camtasia, Filmora

Learning Frameworks:

ADDIE, SAM, Bloom's Taxonomy, Kirkpatrick Model, Gagne's Nine Events of Instruction

Emerging Technologies:

Generative AI, Adaptive Learning, Learning Analytics, Gamification, AI-Assisted Learning Development