

# Mohammed Naveed Shaikh

Mobile +91 9967022658

Email ID: navedn@gmail.com

---

## Professional Summary



- Learning & Development Leader with 19+ years of experience designing, implementing, and scaling enterprise training programs across multiple industries including ITES/BPO, BFSI, Manufacturing, Pharmaceuticals, and Education.
- Proven expertise in training strategy, curriculum development, learning experience design, training operations, and leadership development programs. Experienced in leading training teams, developing Training Managers and Supervisors, and delivering campaign-specific training programs aligned with business and operational goals.
- Strong background in training needs analysis, instructional design, training evaluation frameworks, learning materials development, and training calendar management. Adept at collaborating with operations leaders to drive workforce capability, performance improvement, and quality standards.
- Currently pursuing a PhD in Human Resources & Behavioural Sciences, with additional expertise in psychotherapy and behavioural sciences applied to workplace learning and development.

---

## Education

- PhD (Pursuing) – Human Resources & Behavioural Sciences (Organization Behaviour) from NMIMS University
- M.Sc. Psychotherapy & Counselling – European International University
- Masters in Management Studies (MBA - HR) – Mumbai University
- B.Sc. Mathematics – Mumbai University

## Certifications

- Certified Rational Emotive Behavioural Therapist (REBT)
- Certified DISC Behavioural Analyst
- Certified Counsellor – Robert Carkhuff Model
- Train-The-Trainer Certification

---

## Core Competencies

Learning & Development Strategy

Learning Experience Management

Training Department Leadership  
Coaching

Training Managers & Supervisors

Instructional Design & Curriculum Development

Campaign-Specific Training Programs

Training Needs Analysis (TNA)

Training Materials Development

Training Operations Management

Learning Program Implementation

Training Evaluation & Effectiveness

Training Policies, Tools & Systems

Learning Calendar & Quarterly Planning

Leadership Development Programs

Stakeholder & Operations Collaboration

---

## Professional Experience

### SVKM's NMIMS University – Mumbai

#### Learning & Development Faculty – Behavioural Skills & Communication Skills

Mar 2021 – Present

Lead design and delivery of **learning programs that prepare management students and professionals for corporate roles** through structured training interventions.

#### Key Responsibilities

- Manage the **end-to-end learning experience lifecycle** including needs analysis, program design, delivery, and evaluation.
  - Design **structured training curricula, learning materials, and assessments.**
  - Deliver **leadership development and workplace readiness programs.**
  - Conduct **interactive learning sessions using simulations, experiential learning, and behavioural frameworks.**
  - Collaborate with academic departments to **identify skill gaps and design targeted training programs.**
-

## **Key Achievements**

- Delivered **200+ training sessions annually** on communication, leadership, and professional development.
  - Developed **multiple structured learning modules for Campus-to-Corporate training programs.**
  - Improved **student placement readiness through structured interview preparation and career skills training programs.**
- 

## **Independent Learning & Development Consulting**

### **Learning & Development Consultant**

Dec 2018 – Feb 2021

Provided **corporate training and L&D consulting services to organizations across BFSI, ITES, Manufacturing, and Education sectors.**

### **Key Responsibilities**

- Conducted **training needs analysis across departments and functions.**
- Designed **customized training programs aligned with business and operational objectives.**
- Created **training materials including presentations, learning manuals, assessments, and evaluation frameworks.**
- Delivered **corporate training programs for employees from junior associates to senior leadership.**
- Facilitated **Train-The-Trainer programs for internal HR and training teams.**

### **Key Achievements**

- Delivered **100+ corporate training programs across 25+ organizations.**
  - Designed **training interventions that improved employee communication, leadership capability, and team collaboration.**
  - Trained professionals across **BFSI, IT, analytics, manufacturing, and consulting sectors.**
-

# **KidZania – Mumbai | Delhi NCR | Doha (Qatar)**

## **Training & Development Manager / Consultant**

Jul 2015 – Nov 2018

Managed **site-wide training initiatives and workforce development programs for 200+ employees**, ensuring operational excellence and customer experience standards.

### **Key Responsibilities**

- Led **training department initiatives including program planning, curriculum development, and training delivery.**
  - Designed and implemented **annual training calendars aligned with business goals.**
  - Developed **training materials, SOPs, assessments, and certification processes.**
  - Conducted **induction training, refresher programs, behavioural skills training, and leadership development programs.**
  - Partnered with **Operations leaders to ensure workforce readiness and performance standards.**
  - Implemented **training evaluation systems to measure program effectiveness.**
- 

### **Key Achievements**

- **Successfully established the complete training function for KidZania Delhi NCR during the pre-opening phase.**
  - **Trained 200+ employees across operational and leadership roles.**
  - **Led training audit and certification process with global headquarters in Mexico.**
  - **Designed and delivered Train-The-Trainer programs for internal training teams.**
-

# Corporate Training Consultant

Jan 2012 – Jun 2015

Delivered **corporate training programs for multiple organizations across India** focusing on communication, leadership, and behavioural development.

## Achievements

- Delivered **80+ corporate training workshops annually.**
  - Developed **customized training modules for client organizations.**
  - Supported **organizational capability development through behavioural training programs.**
- 

## Key Achievement

### Learning & Development Impact

- Designed and delivered **300+ training programs across corporate and academic environments.**
  - Trained **1,000+ professionals and students across multiple industries.**
  - Established **complete training infrastructure and SOP framework for KidZania Delhi NCR.**
  - Led **training initiatives impacting 200+ employees across multiple departments.**
  - Developed **customized curriculum and learning materials for leadership, communication, and professional development programs.**
  - Conducted **Train-The-Trainer programs to build internal training capability in organizations.**
- 

## Industries Served

ITES / BPO  
Analytics

BFSI  
Education

Manufacturing  
Consulting

Pharmaceuticals

---