# Debbie Paul

# Learning and Development Leader focused on transformation, Culture, SKILLS

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**Professional Summary**

**Executive Summary:** Strategic L&D professional with 20+ years of experience in enhancing business performance through impactful learning solutions, culture transformation, and leadership development. Adept in instructional design, stakeholder engagement, and digital learning tools, technology and strategies.

**Core Competencies:**

* Learning Strategy & Roadmap Development
* Leadership & Talent Development
* Gap and Training Needs Analysis
* Digital Learning, Instructional Design & Content Development
* Training Facilitation & Delivery
* LMS & LXPs
* Stakeholder & Vendor Management
* Project Management

**Career Aspirations:**

Seeking an L&D strategic role focused on building and executing learning strategies from inception, assessing business and learner needs, and developing engaging learning journeys, co-owning project management and budgets, and handling stakeholder relationships. Passionate about hands-on content creation, delivery, and coaching teams to drive culture and organisational growth.

* Adult learning theories and pedagogy
* Content and digital asset management
* Learning roadmap creation
* LMS/LXM management
* Stakeholder relationship management
* Project and training budget management
* Authoring tool experience
* Training delivery

**Professional Experience**

**Learning Manager | Laminar Projects | 06/2024 – Present**

* Owned the overall learning vision and strategy for the organisation, focusing on business outcomes
* Authored learning organisation-wide roadmaps, created learning journeys for consultants across Australia, Europe, the USA, leading to an organisation-wide NPS score of 9 across various learner communities
* Co-created the onboarding experience, the talent management strategy and internal hiring manager training plans
* Led a team of trainers and learning experts, overseeing global training initiatives

**Principal Learning Content Specialist & Training Manager | CloudCall | 01/2022 – 04/2024**

* Implemented an LMS, increasing learner engagement by 80-90%
* Developed structured learning journeys across APAC, EMEA, and the US
* Designed and delivered Telco-product and software training with 95% positive stakeholder feedback

**Regional Education Manager | dunnhumby (Tesco Group) | 06/2017 – 12/2021**

* Led Tesco’s Data Literacy Programme, training 500+ employees and enhancing career skills and leadership capability by 73%
* Created an ecosystem of global trainers across Hongkong, Thailand, India, Ireland, Denmark, Poland, Canada, and Brazil
* Partnered with a High School math curriculum, with focus on customer data science, as part of our corporate social responsibility
* Designed, developed and delivered workshops on Retail Customer Behaviour, Logical Thinking and Writing, Data-based Storytelling, Hypothesis-based Problem Solving, Coaching, Leadership Development, and Data to Insights

**Senior Instructional Design Lead | TTI Global (Contracting for Jaguar Land Rover) | 02/2017 – 3/2017**

* Designed and created electric car sales training programmes as an independent consultant. This was part of a £20 million sales training budget, contributing to 95% of its global salesforce now trained in EV

**Instructional Designer | Google (Contracting) | 05/2016 – 2/2017**

* Designed and created Programmatic, Brand, Mobile (Classroom training content – runbooks, job aids, workbooks) - as part of Google Digital Academy. GDA started with a mission to help Google's biggest customers feel equipped to transform their business & marketing. It grew to hundreds of sessions with thousands of participants, a new maturity model, a London academy, a vibrant network of partners, a cross-functional DMT initiative. Clients loved the programmes & sales teams appreciated the support to transform client relationships, contributing to 39% of revenue of Google’s advertising programmes between 2016 and 2018

**Instructional Designer | Freelancer (Contracting) | 09/2015 – 4/2016**

* Designed and created onboarding training using Oculus Rift – as an independent consultant for KFC
* Designed learning interventions for McDonald University as a freelancer

**Consulting Analyst and Senior Instructional Design Lead | Infosys and Infosys Lodestone | 09/2009 – 8/2015**

* Undertaken comprehensive capability needs analysis, developed learning strategies and interventions , continuously partnered with leadership and COEs, played my role in major transformation projects across top tier UK and EMEA banks and other financial organisations, leading the learning story, being a conduit between the Customer and the offshore delivery team, created training interventions for top-tier British telecom and oil & gas companies, managing stakeholders, vendors and a variety of teams
* Managed offshore teams of Instructional Designers, Graphic Designers and Tech Consultants

**Other Employers**

Sify Technologies, Accenture, Tata Group

**Industry Expertise**

**Sectors:** Technology, Finance, Oil & Gas, Energy, Pharma, Retail, Telecom, Food & Beverages, Automobile & Manufacturing

**Clients:** Microsoft, Cisco, British Petroleum, British Gas, Rio Tinto, Gazprom, RBS, Deutsche Bank, Atradius, Syngenta, Astra Zeneca, New York Presbyterian Hospital, Tesco, BT Openreach, Telstra, McDonald University, KFC, Nestle, Holland America Line, Rolls Royce, Jaguar Land Rover

**Tools and Technologies:** Articulate 360, Captivate, Gomo, Lectora, WorkRamp, Kallidus, SAP Litmos, Cornerstone, Salesforce, Basecamp

**Education & Certifications**

* B.A. in English Literature – St. Xavier's Deemed University, University of Calcutta – 1999 - 2002
* M.A. in English Literature – University of Calcutta – 2002 – 2004
* Certifications: Cambridge Teachers Training Certification – 2004
* Allyship & Diversity (Victoria Mattingly) Certification – 2021
* Tesco Retail Media Certification - 2024