# Debbie Paul

# Learning and Development Leader focused on transformation, Culture, Core Competency Development

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Professional Summary

**What I have to offer:**

An L&D practitioner with 20+ years of experience, enhancing business performance through improved learner engagement, culture, change, and user adoption.

In my latest role, reporting to the Director of the People’s team, I have managed a team of learning experts, and created a learning strategy, including employee development plans and role-based learning journeys. Additionally, I have created a learning ecosystem, working very closely with C-level leadership, managing internal and external stakeholders.

From a people advisory perspective, I am well-aware of popular HR models, such as Harvard, Guest, Warwick and Ulrich, and have had to refer to them while drawing up strategies.

I have extensive experience in design, development and delivery of training, driving a learning culture from beginning till end, helping create new habits, break out of bad ones, and focusing on leadership skills development, using principles of andragogy, leveraging latest relevant technology.

I am completely skill and tool agnostic, having dealt with leadership skills and core values development for a C-level audience on the one hand and taught Microsoft server technologies to a technical audience on the other.

**What I am looking for:**

An L&D role which requires me to create a strategy from scratch if required, find out the needs of the business and learners, create the design, the learner journeys, the development and prepare for delivery. I love getting my hands dirty, so I do not mind co-developing with a team and subject matter experts. I love facing my learners, so delivery is a massive area of satisfaction as well. In all, I love owning the learning practice, mentoring others, coaching teams, and making a difference.

**Note:** Over the years, I have been in client-facing teams, solving Customer problems from a learning and user-adoption perspective. I have also been part of the internal HR function, owning organisational learning challenges. Therefore, I am open to both types of opportunities.

* 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

Work History

Learning Manager, 06/2024 - Current

Laminar Projects – United Kingdom

* Created the overall learning vision and strategy for the organisation
* Created learning organisation-wide roadmaps, chalked out learning journeys for employees across Australia, Europe, the USA

Principal Learning Content Specialist, 10/2022 – 04/2024

CloudCall – United Kingdom

* Selected and helped launched an organisation-wide LMS – choosing the correct vendor from a panel – launching a learning academy across Employees, Customers, Partners
* Created learning organisation-wide roadmaps, chalked out learning journeys, with Employee, Customer, and Partner offerings - across APAC, EMEA and the US (Sydney, London, Boston)
* Designed and created Telco-product training/software training (face-to-face delivery of learning programmes as well as digital learning)

Training Manager, 01/2022 - 09/2022

CloudCall

Owned and curated learning programmes across the business – across APAC, EMEA and the US (Sydney, London, Boston) - CloudCall

Regional Education Associate/Manager, 06/2017 - 12/2021

Dunnhumby – Owned by Tesco Group

* Single-handedly delivered sessions to 500 delegates within the biggest grocery retail organisation in the UK, across 3 different groups, within a year
* Transformed all existing face-to-face training material fit for virtual delivery within a span of 2 months
* Created an ecosystem of global trainers across Hongkong, Thailand, India, Ireland, Denmark, Poland, Canada, and Brazil
* Helped with High School math curriculum from a data-science standpoint, as part of corporate social responsibility
* Designed and created workshops on Retail Customer Behaviour, Logical Thinking and Writing, Data-based storytelling, Hypothesis-based Problem Solving, Coaching, Leadership development, From Data to Insights

Senior Instructional Design Lead, 02/2017 - 03/2017

TTI Global for Jaguar Land Rover

Designed and created electric car sales training programmes as an independent consultant

Instructional Designer, 05/2016 - 02/2017

Google

Designed and created Programmatic, Brand, Mobile (Classroom training content – runbooks, job aids, workbooks) - as part of Google Digital Academy

Instructional Designer, 09/2015 - 05/2016

Dynamis Designs

Designed and created onboarding training using Oculus Rift – as an independent consultant for KFC

Consulting Analyst and Senior Instructional Design Lead, 09/2009 - 09/2015

Infosys Lodestone

Been part of 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

Other Employers

* Sify Technologies, Chennai, India
* Accenture, Bangalore, India
* Tata Interactive Systems, Calcutta, India
* South Point School, Calcutta, India

Skills

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

Education and Certifications

1. Bachelors: English Literature

St. Xavier's University - Calcutta

1. Masters: English Literature

University of Calcutta

* Cambridge Teachers Training Workshop Certification
* Victoria Mattingly’s ‘Ally-up – Using Allyship to Advance Diversity and Inclusion' Certification
* Tesco Retail Media Certification