DIPTI RAZDAN

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CAREER PROFILE

Results-driven Learning & Development professional with a decade of experience in educational technology and program management. Proven success optimizing Learning Management Systems, implementing digital learning tools, and collaborating with diverse teams. A strategic thinker committed to fostering positive work environments and ensuring a seamless learning experience. Seeking to leverage skills as a Learning Architect in a dynamic, global setting, driving impactful training initiatives for Sales & Customer Success teams

WORK EXPERIENCE

Program Manager   **Sept 2022 – Jan 2024**
Concordia Bootcamps, Quebec, Canada

- Spearheaded end-to-end program management in an agile format, ensuring seamless delivery and collaborating cross-functionally.
- Developed and managed engaging learning programs for diverse audiences, aligning with business objectives.
- Utilized blended learning approaches, incorporating formal, social, peer, and adoption elements for program design.
- Collaborated effectively with Subject Matter Experts, ensuring the development of relevant learning assets.
- Created program support materials, validated programs with key stakeholders, and made adjustments based on feedback.
- Led recruitment efforts for field Trainers and Coaches, enhancing the overall program effectiveness.
- Collaborated with the Learning & Development Operations team to plan, execute, and track the impact of learning programs.
- Thorough experience in Learning & Development roles within the educational technology domain.
- Collaborative team player with experience working effectively with sales, technical, and management teams.
- Ability to build and maintain relationships with internal clients, ensuring seamless collaboration.
- Proven self-starter, demonstrating initiative and autonomy in managing learning programs.
- Demonstrated willingness and drive to learn and develop, staying abreast of industry best practices.

Web Development Instructor   **Jan 2022 – Aug 2022**
Concordia Bootcamps, Quebec, Canada

- Provided personalized guidance to students and collaborated on content development.
- Delivered engaging lectures on various topics, utilizing student feedback for continuous improvement.
- Maintained clear documentation for evolving topics and developed code snippets and training.

Python Subject Matter Expert / Program Manager   **Feb 2022 – Mar 2022**
Summit2, Winnipeg, Canada

- Fostered inclusivity by making the course content accessible and understandable for learners with diverse backgrounds and skill levels
- Developed instructional materials that facilitated effective learning experiences for individuals who are new to coding
- Ensured that the course materials were easily accessible and engaging for a wide range of audiences, particularly those with beginner-level coding skills.

Program Manager – Coding   **Aug 2020 – Mar 2021**
Hippocampus, Brampton, Canada

- Designed developed and managed an online course, ensuring its smooth implementation and delivery
- Created visually appealing assets, graphics, coding exercises and presentations to enhance the learning experience for beginners in coding
- Act as a coach and mentor, providing guidance and support to students as they progressed through the course
- Updated and maintained curriculum materials such as slide, problem sets, documentation and projects to ensure their relevance and effectiveness

Applied Technology Teacher – Electrical   **Aug 2011 – Jul 2014**
Institute of Applied Technology, Abu Dhabi, UAE

- Instructed students in the theory and practical aspects of Electrical and Computer based subjects.
- Developed and administered tests and assignments to evaluate student understanding of coursework and lecture materials

Lecturer – Electronics and Communication Engineering   **Sept 2006 – Oct 2010**
Chandigarh Engineering College, Punjab, India

- Instructed students in the theory and practical aspects of Electrical, Electronics & Computer based subjects
- Assumed responsibility for creating class schedules, ensuring effective organization and allocation of resources for student learning

TECHNICAL SKILLS

- **Project Management Tools:** Proficient use of Asana and Trello for end-to-end program management in an agile format**.**
- **CRM (Customer Relationship Management):** Familiarity with HubSpot for managing interactions with key stakeholders and external partners.
- **Data Analysis:** Strong analytical skills using Microsoft Excel and Google Sheets to collect and analyze data for continuous program improvement.
- **Collaboration Platforms**: Expertise in Microsoft Teams, Slack, and Discord for fostering collaboration among global team members and facilitating communication.
- **Video Operations Tools:** Experience with Vimeo, YouTube Studio, or similar tools for overseeing video content, providing guidance, and ensuring high-quality program delivery.
- **Learning Management Systems (LMS):** Knowledge of LMS like Moodle, Thinkific, and Canvas, enabling the effective design and implementation of digital learning models.
- **Communication Platforms:** Proficient use of Zoom or Microsoft Teams for virtual meetings, ensuring effective communication with stakeholders across various geographies.
- **Document Collaboration**: Experience with Google Workspace or Microsoft Office 365 for seamless document collaboration, essential in designing program support materials and curriculum elements.

EDUCATION & CERTIFICATIONS

- **Udemy, Canada**   **Feb 2023**
  The Complete Train the Trainer Bootcamp
- **Udemy, Canada**   **Dec 2022**
  Instructional Design for eLearning
- **Carleton University, Ottawa, Canada**   **Feb 2021 – Aug 2021**
  Full Stack Web Development Certificate
- **Birla Institute of Technology and Science, Dubai, UAE**   **Feb 2013 – Jan 2015**
  Masters in Microelectronics Engineering
- **Chandigarh Engineering College, Punjab, India**   **Aug 2002 – Jul 2006**
  Bachelors in Electronics and Communication Engineering