

RITIKA VERMA

Training Operations & Programme Coordination | Event & Class Scheduling | LMS Administration | Stakeholder & Vendor Management

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PROFESSIONAL SUMMARY

Training operations professional with 13+ years' experience leading end-to-end class/event scheduling and programme logistics, LMS administration, and stakeholder and vendor coordination across global, matrixed teams spanning APAC, EMEA, and AMER. At Salesforce, has acted as single point of coordination for 100+ enterprise and university/education partner accounts — including Accenture, Cognizant, Deloitte, Airtel, and Rio Tinto — owning course set-up, registrations, cancellations, and attendance records in Learning Management Systems (Skilljar, LearnDot, Edubrite, Webassessor), coordinating with trainers, vendors, and internal stakeholders to deliver both ILT and vILT programmes to SLA. Experienced in managing learner queries and escalations, producing leadership-ready reporting and dashboards, and providing on-site event and exam support for enterprise and university partners. Comfortable moderating virtual classrooms, coordinating with vendors for venues, materials, and equipment, and maintaining accurate learning records in line with standard operating procedures.

CORE COMPETENCIES

- Class Scheduling & Event/Programme Logistics — course set-up, registrations, cancellations, attendance tracking
- LMS Administration — Skilljar, LearnDot, Edubrite, Webassessor; content deployment, UAT testing, platform rollouts
- ILT & vILT Delivery Support — virtual classroom set-up, Zoom/Webex coordination, moderator/producer support
- Stakeholder Engagement & Vendor Liaison — trainers, venues, Account Executives, Customer Success Managers
- Learner Query & Escalation Management — SLA-based resolution, Zendesk case management
- Reporting, Data Visualization & Storyboarding — Tableau dashboards, KPI and learner evaluation reporting
- Operational Excellence — SOP development, governance artifacts, process improvement
- On-Site Event & Exam Support — Certified Proctor, on-site coordination for partner organisations
- Knowledge Repository, Documentation & Learner Records Management
- Cross-Functional & Global Team Collaboration (APAC, EMEA, AMER)
- AI / Automation Familiarity — Slack bot workflow automation; Salesforce AI Associate, Agentforce Certification

PROFESSIONAL EXPERIENCE

Salesforce | Lead – Training & Operations Specialist

Mar 2020 – Present

Single point of coordination for 100+ global customer and partner accounts, owning end-to-end operational delivery of a learning credit product — class/event scheduling, LMS administration, stakeholder coordination, reporting, and escalation management — across APAC, EMEA, and AMER.

- Acted as single point of coordination for end-to-end private workshop delivery globally — owning course set-up, project plans, timelines, and next steps, and driving coordination across Account Executives, Customer Success Managers, and vendors to advance activity and track progress against milestones.
- Administered LMS platforms (Skilljar, LearnDot, Edubrite, Webassessor), including course set-up, content deployment, UAT testing, and platform rollouts, ensuring training records accurately reflected registrations, cancellations, and attendance.
- Managed learner queries and coordinated escalations in accordance with SLAs — handling 287+ operational cases per quarter and 200+ Zendesk tickets daily, maintaining 95% CSAT and a 9.99% response time against a 15% SLA target.
- Developed SOPs, workflow guides, and quality-control governance artifacts that reduced last-minute workshop cancellations by 80% — identifying process risks and implementing controls to close them.
- Tracked and reported KPIs — learner participation, completion rates, satisfaction scores, credit utilisation, and operational health — via Tableau dashboards, preparing leadership-ready reporting for circulation.
- Served as Certified Proctor for Salesforce certification exams, providing on-site and virtual exam support for global enterprise partners including Accenture, Capgemini, HCL, and Deloitte via Webassessor and Pearson VUE.
- Coordinated and supported course leaders and instructors, confirming facilitator commitment and ensuring readiness and alignment with programme delivery standards.
- Partners directly with Salesforce's university-facing team to support learning credit utilisation on certifications, ensuring accurate allocation and timely resolution of partner queries.
- Maintained accurate learner records and documentation in line with standard operating procedures, manually issuing course completion certificates upon successful programme completion.
- Built Slack bot workflow automations to deliver automated responses to routine partner and learner queries, streamlining operational workflows and reducing manual handling.
- Analysed learner feedback, completion data, and programme performance metrics to identify opportunities for improvement and recommend and implement process changes.

- Onboarded and supported internal team members joining Salesforce's learning operations function, building documentation and workflow guides to ensure smooth integration into tools and processes.
- Conducted structured interviews as a Certified Salesforce Interviewer, contributing to hiring decisions for operations and training teams.

Salesforce | Training Coordinator – APAC & Japan, Trailhead Academy

Mar 2017 – Jul 2019

Supported Salesforce Trailhead Academy's partner ecosystem across APAC and Japan, coordinating certification and training programme delivery for enterprise and university/education partners across 10+ countries.

- Managed training programme delivery across 10+ countries, coordinating learner registrations, exam scheduling, instructor logistics, and stakeholder communications.
- Acted as coordination point for certification programme delivery for enterprise partners (Accenture, Cognizant, Deloitte, Airtel, Rio Tinto) and university/education partners.
- Conducted on-site proctoring for university partner certification programmes, ensuring exam integrity and adherence to certification standards.
- Partnered with vendors and instructors to ensure programme readiness and consistent delivery standards across the region.
- Recognised as APAC Trailhead Winner and achieved Trailhead Ranger status (150+ badges).

Genpact | Project Consultant – Learning & Development

Nov 2015 – Jul 2016

- Designed and managed the 90-day new hire onboarding plan, coordinating scheduling, LMS administration, learner tracking, and milestone reporting.
- Facilitated online virtual training sessions for leaders, supporting knowledge transfer and engagement across the organisation.
- Conducted post-onboarding check-ins with new hires to assess progress, address concerns, and support their transition into role.

UEI Global | Training Manager

Apr 2010 – May 2015

- Managed end-to-end delivery of academic and professional development training programmes across classroom and virtual formats.
- Maintained learner records, compliance documentation, and training standards.
- Designed and built learning content for programmes in business communication, management, HR, and soft skills.

KEY ACHIEVEMENTS

- Single point of coordination for 100+ global customer and partner accounts (enterprise and university/education), owning class/event scheduling and project delivery for a learning credit product.
- Reduced last-minute workshop cancellations by 80% through process controls and quality checks.
- 95% CSAT maintained across high-volume operations support (200+ daily tickets); exceeded SLA by 33% (9.99% response time vs. 15% target).
- Certified Proctor — administered exams for enterprise and university partners including Accenture, Capgemini, HCL, and Deloitte via Webassessor and Pearson VUE.
- Certified Salesforce Interviewer — contributed to hiring for operations and training teams.

TECHNOLOGY & TOOLS

- Learning Platforms (LMS): Skilljar, LearnDot, Edubrite, Webassessor, Pearson VUE
- Virtual Classroom & Collaboration: Zoom, Webex, Google Workspace, Microsoft Office
- Operations & Documentation: Jira, Confluence, Zendesk, Salesforce, Smartsheet
- Analytics & Reporting: Tableau, Advanced Microsoft Excel, Learning Analytics, Dashboard Development

EDUCATION & CERTIFICATIONS

- AI-Powered Product Management & Growth Marketing – IIM Rohtak (Expected 2026)
- Salesforce AI Associate | Salesforce Agentforce Certification
- MBA – HR & International Business | Amity University
- BBA – HR & Marketing | Faizabad University
- Certified Proctor – Salesforce (Webassessor / Pearson VUE)
- Certified Interviewer – Salesforce
- Measuring Learning Effectiveness | Adult Learning Principles & Neuroscience of Learning
- Instructional Design: Models, Needs Analysis & Storyboarding | Agile Instructional Design