

# SHILPA SHUKLA

SOFT SKILLS TRAINER | L&D TRAINER | DE&I |  
COMMUNICATIONS TRAINER

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## LINKS

[linkedin](#)

## Communication & Facilitation Skills

Excellent  
Communication Skills  
Verbal and Written

Leadership  
Development

Public Speaking and  
Presentation Skills

Storytelling &  
Simulation  
Gamification

Coordination Skills

Negotiation skills

## Training

### Instructional Design

Prioritization

Team Building

Time Management

LMS, Learning Tools

Curriculum  
Development

Adaptability

Critical Thinking

Passionate

Problem Solving

## PROFILE

Dynamic L&D, soft Skills and communications trainer with expertise in corporate communication, employee development and DEI initiatives. Proven leadership as Academic Head at IMS Learning Centre and Centre Manager at NIIT, specializing in training design, facilitation and team development. Skilled in ADDIE, Bloom's Taxonomy, and Kirkpatrick Model, delivering high-impact soft skills, behavioral, and leadership training for corporate and entry-level professionals. Proficient in MS Office, LMS, Excel, and virtual platforms (Zoom, Google Meet, Webex) for content development, training delivery and KPI tracking. Strong interpersonal, coaching, facilitation, training and analytical skills, with the ability to engage diverse audiences, drive learning initiatives and align training with business goals for measurable impact.

## EMPLOYMENT HISTORY

### Associate Trainer at Gitam Deemed to be University, Vizag

September 2024 — Present

- Facilitated interactive training on communication (English & Hindi), inclusion, and cultural awareness, ensuring knowledge retention.
- Led group discussions & interview prep for 300+ students & 150 employees (per day), integrating icebreakers, role plays, surveys and case studies.
- Designed training programs using ADDIE, Bloom's Taxonomy, MS PowerPoint, Canva, and Kahoot to enhance learner engagement.
- Delivered soft skills, behavioral, & aptitude training with an 80% success rate, ensuring measurable skill enhancement via virtual training via Zoom, Google Meet, and Webex, ensuring seamless learning experiences.

### Soft Skills Trainer at Sun Institute of tourism and hospitality, Vizag

August 2023 — April 2024

- Conducted communication & accent training for employees in tourism & hospitality using Locale as per employer needs.
- Facilitated leadership, communication & professional development training to enhance workplace effectiveness.
- Analyzed performance metrics, identified skill gaps & designed targeted learning interventions for improved outcomes performance management and professional communication.

### Training Coordinator at DPS, Delhi

April 2022 — May 2023

- Conducted sales training on communications, persuasion and behavioral skills for marketing interns with 80% immersion rate
- Aligned training with business goals, leveraging data-driven insights.
- Audited calls/emails & conducted refresher training in Hindi & English to address skill gaps.
- Managed mid-manager relations for seamless sales team integration.

Emotional Intelligence

Behavioral Training

## LANGUAGES

English

Hindi

## HOBBIES

Creative Arts & Craft Professional  
Networking Storytelling &  
Content Development Yoga &  
Wellness Practices

## Centre Manager, NIIT, Delhi

February 2018 — January 2020

- Analyzed data & KPIs to measure training effectiveness & skill gaps for continuous improvement.
  - Designed learning dashboards, optimizing training ROI through insights.
  - Delivered skill-based coaching to enhance workforce performance.
  - 6 months sales experience in reporting & performance tracking.
- Handled inbound-outbound calling to enhance training effectiveness.

## HR Internship at Internshala, Delhi

Recruitment, On-boarding, HR operations, training

coordination, employee engagement, conflict resolution, performance management and professional communication.

## EDUCATION

- **SDMA, IIM**, Indian Institute of Management, Vizag
- **DCA, NIIT**, Computer Applications
- **IMT** Diploma in Personal Management, IMT Ghaziabad
- Graduated with High Honors  
MA, B.Sc, B.Ed

## CERTIFICATIONS

- Train the Trainer (TTT) Certified – American Council of Training and Development
- Instructional Design Certification
- Certified Learning & Development Professional (CLDP) – Eunoia International
- Soft Skills and Communications Trainer, ICBI
- DE&I (Diversity, Equity & Inclusion) Training Certification – American Council of Training and Development
- Behavioral Training, Coaching & POSH

## REFERENCES

- Sanchita Mukherjee, Sr L&D Consultant from Ericsson, Bangalore
- Semi Kala Reddy, Training Manager from FACEprep, Chennai
- Sumaiya Sultana from CEO, Eunoia International