

EDUCATION

- **University of Greenwich** London, United Kingdom
MA in Web Design and Content Planning; Grade: Distinction (First Class Honours) Sept. 2022 – Oct. 2023
- **SRM Institute of Science and Technology** Chennai, India
B.Tech in Computer Science and Engineering; Grade: First Class with Distinction July. 2015 – May. 2019
- **University of California, Davis** Davis, California, United States
Global Study Program (Semester Abroad Program); Computer Science Sept. 2017 – Jan. 2018

EXPERIENCE

- **Warner Bros. Discovery - Warner Bros. Studios Leavesden** London, United Kingdom
Team Leader (Visitor Experience) Mar. 2024 – Jan. 2026
 - **Leadership & Coaching:** Lead and mentor a team of **120+ associates**, delivering ongoing **coaching**, structured **feedback**, and skills development to improve performance, visitor service, and operational standards.
 - **Training & Onboarding:** Deliver comprehensive **onboarding** for all new starters, ensuring understanding of policies, procedures, service standards, and sales behaviours; reduced **ramp-up time** and increased **consistency** across teams.
 - **Award Recognition:** Awarded **Team Leader of the Month (Stellar Award, April 2025)** for exceptional leadership, teamwork, and commitment to the WBD guiding principle “**Act as One Team.**”
 - **Daily Learning Touchpoints:** Conduct structured **daily briefings** focused on KPIs, service quality, brand knowledge, safety, and operational updates to ensure full team alignment.
 - **Performance Management:** Manage **HR operations** including performance reviews through 1-2-1 discussions, goal management via Workday, disciplinary & absence meetings, and welfare checks with documented discussions.
 - **Personalisation Training Lead:** Owned the specialist **training pathway** for the Personalisation Team by creating **competency frameworks** and delivering hands-on training across embroidery, heat-press, embossing, engraving, and laser-engraving machinery, improving **skill proficiency**, **compliance** via risk assessments, and product quality while ensuring safe operational standards.
 - **Audit & Compliance:** Conduct frequent **service**, **safety**, and **compliance audits** using SafetyCulture to reinforce standards and identify training needs.
 - **Cross-Department Collaboration:** Liaise with other departments at the studios such as Show Experience, Admissions, Security, Education, Technical Services, and other departments to ensure smooth visitor flow, aligned communication, and consistent service delivery.
 - -: *Associate (Visitor Experience)* Mar. 2024 – Aug. 2024
 - **Trainer Team:** Served as an active member of the **New Starter Trainer Team**, delivering engaging, practical training to new hires across multiple merchandise zones.
 - **Commercial Training Impact:** Helped team achieve a “**Full House**” on retail commercial incentives (May 2024) by improving **product knowledge** and **sales behaviours**.
 - **Recognition:** Received the **Star of the Month (Stellar Award, May 2024)** for embodying the “**Act as One Team**” guiding principle.
- **Infosys Limited** Bangalore, India
Senior Systems Engineer (Learning & Development) Nov. 2019 – Aug. 2022
 - **Corporate Trainer:** As part of Infosys L&D UI Team, delivered **1000+ hours of training** in UI technologies (Angular, HTML, CSS, Bootstrap), improving participant proficiency by **20%** with an average feedback rating of **4.7/5**.
 - **Learning Content Development:** Created **question banks**, assessments, and structured learning content for the **LeX Learning Platform**, improving course completion rates.
 - **Certification Achievements:** Earned **Infosys Certified Angular Professional** and **Frontend Developer** certifications; received the **Insta Award** for instructional excellence and content creation.
 - **Mentoring & Evaluation:** Mentored learners through **mock interviews**, project reviews, and performance evaluations, supporting career progression within Infosys.
 - -: *Systems Engineer (Learning & Development)* Nov. 2019 – Feb. 2021