



SAURAV MALOO

Senior Instructional Designer | Learning Systems & Operations | AI-Enabled Learning Workflows

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SKILLS

LEARNING DESIGN

- Storyboarding
- Scenario-based Learning
- Gamification
- SCORM/xAPI
- Microlearning
- Learning Experience Design

AI & WORKFLOW

- ChatGPT
- Copilot
- Claude
- Gemini
- NotebookLM
- ElevenLabs

TOOLS



Storyline 360



Rise 360



PowerPoint



Lectora



Figma



Canva



Vyond

CORE EXPERTISE

- Learning Operations
- Instructional Design
- LMS Administration
- Learning Governance
- Learning Program Management
- Workflow Standardization
- Stakeholder Management
- Knowledge Management
- AI-Enabled Content Development
- Multilingual Learning Delivery

LEARNING SYSTEMS & OPERATIONS

- Learning Operations
- LMS Administration
- Learning Governance
- Process Standardization
- Quality Systems
- Workflow Design
- Knowledge Management
- Stakeholder Management



CERTIFICATIONS



- Collaborative Leadership
- AI & Business Strategy
- Custom GPTs
- Project Management Foundations
- Program Management for IT Professionals



EDUCATION

Bachelor of Technology (B.Tech)

Electronics & Communication Engineering



PROFESSIONAL SUMMARY

Learning Systems and Operations professional with 3+ years of experience designing, developing, and deploying learning solutions for global organizations across finance, legal, manufacturing, EHS, supply chain, sales, and R&D functions. Delivered 200+ learning modules supporting 40,000+ learners across 22 languages while driving learning operations, LMS administration, process standardization, and AI-enabled content development. Experienced in building scalable learning systems through governance frameworks, stakeholder collaboration, reusable workflows, and multilingual deployment strategies. Skilled at improving learning delivery, operational efficiency, and content scalability through structured processes and AI-assisted workflows.



KEY HIGHLIGHTS



200+

eLearning Modules
Delivered



40,000+

Learners Reached
Globally



22

Global Languages
Supported



25+

Global Stakeholders
Collaborated



EXPERIENCE

VODAFONE IDEA LIMITED

Senior Instructional Designer | Mar 2026 – Sept 2026

- Developed AI-assisted Storyline 360 and Rise 360 learning solutions across business functions
- Managed Q-DAC LMS operations, reporting, course deployment, and backend learning workflows
- Collaborated with stakeholders to deliver end-to-end multilingual learning and training solutions
- Utilized ChatGPT, Gemini, HeyGen, ElevenLabs, and AI tools for scalable content production

DOW CHEMICAL INTERNATIONAL

Learning Specialist | Mar 2024 – Mar 2026

- Delivered **200+** Storyline and Rise modules supporting finance, legal, manufacturing, EHS, supply chain, and R&D functions
- Built Level 1-5 learning experiences using **JavaScript triggers**, Storyline variables, branching logic, simulations, gamification, voiceovers, and multilingual deployments across **22 global languages**
- Improved team efficiency and consistency by developing SOPs, templates, and scalable workflows for an 8-10 members learning team
- Collaborated with **25+ global stakeholders** and supported learning initiatives reaching **40,000+ learners**
- Reviewed high-volume projects, mentored team members, and standardized quality practices across learning operations
- Built AI-assisted workflows using Copilot and ChatGPT to improve reporting, tracking, and project visibility

LESTER INFOSERVICES

Research Analyst & Content Developer | Jun 2022 - Oct 2023

- Researched **100+ client** products, services, and industries to support structured content and visual storytelling workflows
- Wrote scripts and content for company profile videos, promotional communication, and marketplace
- Collaborated directly with **clients, editors**, and production teams to improve messaging clarity and delivery

HIRECT | HIKE EDUCATION | EDUBRIDGE (Experiences at different intervals)

Learning & Career Development Roles | 2022 - 2023

- Conducted **career guidance**, communication, and learner engagement sessions for students and professionals
- Supported remote mentoring and **stakeholder communication** across fast-paced learning environments



PROJECTS

01

AI-Assisted Multilingual Learning Production System

Built an AI-enabled workflow that accelerated multilingual development, reduced production effort, and improved scalability across global deployments.

03

Learning Operations Transformation

Standardized teaming operations through SOPs. templates. Quality systems. and team enablement practices supporting 900+ annual projects.

02

Supplier Compliance & Ethical Decision-Making Program

Design and developed a multilingual compliance learning experience supporting supplier governance, ethical decision-making, and global policy awareness.

04

Stakeholder-to-Deployment Learning Delivery Framework

Created a structured learning delivery framework covering stakeholder intake, Development workflow. Governance, Deployment, and operational control.