

Dinesh Gagnani


Certified Professional for Talent Development (CPTD-ATD)

Contacts details

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Skills

- Training strategy development
- Experienced in implementing digital learning strategies
- Leadership training
- Project management
- LMS & LXP administration
- E-learning content development
- Instructional Designing
- Effective stakeholder communication
- Training logistics oversight
- Supplier relationship management
- Excellent communicator
- Data analysis & ROI calculation.

Experienced Learning & Development professional with 13+ years of expertise in helping organizations in India and Oman to develop the knowledge, skills, and aptitude of their human capital by capitalizing on combination of classroom and digital training methods, empowering individuals to walk the career development which facilitates creation of thriving business environment.

Work history

Analyst (Head) – Learning and Development

Takaful Oman Insurance Company, Muscat - (11-2023 to 03-2025)

- Driving learning culture across the organization and imbibing the learning habits in 150+ employees of the company for self-development and organizational growth.
- Strategizing and executing more than 20 short and long duration training and developmental projects in alignment with business strategy.
- Playing the role of a learning consultant to support management in curating impactful learning and leadership intervention for business in partnership with the business needs.
- Designing Succession planning policy, implementation the framework using competency mapping model and laying the foundation for Career Development Plan for all the Senior Management Roles.
- Identifying skill gaps and training needs using analytical aspects like data, technology, people and providing learning-enabled solutions resulting in a direct and positive impact on the top line.
- Running an organization-wide Training Needs Identification (TNI) drive and chart out the learning plans based on individual and group skill developmental & and learning needs of around 150 employees.
- Designing training framework based on training needs and by using the Instructional designing (ADDIE) model.
- Curation and development of customized eLearning modules by collaborating with Subject Matter Experts and functional heads including designing & production from conceptual outlining, storyboarding to course authoring.
- Leading HRMS transformation project and digitalization of 5 core HR process.
- Creating a learning ecosystem by using Gamification, Micro-Learning and blended learning approach to engage employees in skill development initiatives.
- Measuring the learning Impact and ROI by clearly Benchmarking business outcomes and end results.
- Assisting the Head of HR in 4 key transformation projects – Succession Planning, Competency Framework Designing, Digitalization of

Languages

English



Proficient

Hindi



Proficient

Sindhi



Proficient

Marathi



Elementary

Performance Management & employer branding.

- Saving costs for the company by identifying best training solutions without compromising on quality, deliverables, and time constraints.
- Exploring & identifying latest trends & technologies for people and organizational development.
- Constantly engaged in self-learning by Keeping self, abreast of developments in L&D and associated business industry to establish an all-around learning organization.

Deputy Manager – Talent Development

National Life & General Insurance (Now called Liva Insurance), Muscat (03-2018 to 10-2023)

- Established L&D function in the organization for driving seamless and effective training interventions.
- Drove learning culture across the organization and imbibing the learning habits in employees for self-development and organizational growth.
- Strategized and executed 15 short to mid-range duration training and developmental projects in alignment with business objectives.
- Analyzing skill and training needs using multiple aspects like data, technology, people and providing learning-enabled solutions resulting in a direct and positive impact. One such yearly campaign led to 38% increase in top line (premium) and 55% increase in number of policies sold for one specific type of insurance product in that particular year.
- Running an organization-wide Training Needs Identification (TNA) drive and chart out the learning plans based on individual and group skill developmental & learning needs.
- Designing training framework based on training needs and by using Instructional designing.
- Curating customized content by collaborating with Subject Matter Experts and functional heads.
- eLearning Content designing from conceptual outlining to Storyboarding to authoring.
- Creating learning ecosystem by using Gamification, Micro-Learning and blended learning approach to engage employees in skill development initiatives.
- Measuring the learning Impact with clearly benchmarked business outcomes and end results.
- Developing team member through effective delegation, mentoring coaching and providing apt learning opportunities to scale up and be ready for the next positions.
- Improved team efficiency by streamlining processes and implementing innovative learning & development strategies.

Deputy Manager - Sales Training

Bajaj Allianz General Insurance, Pune, Maharashtra

(01-2014 to 06-2018)

- Training employees & insurance agents on Sales, Process & soft skills for Employees and Agents PAN India & Content Designing.

Associate Manager - Learning & Development

HDFC Life Insurance, Mumbai, Maharashtra (01-2014 to 05-2014)

- Product training for Banc-assurance channel partners (HDFC Bank - Mumbai & Suburban regions).

Assistant Manager – Training & Development

Landmark Insurance Brokers, Mumbai, Maharashtra (09-2012 to 01-2014)

- Product, process, and behavioral training for employees.

Process Trainer

SERCO BPO, Mumbai, Maharashtra (2012-02 - 2012-09)

- Product, process & and customer service training for call center executives.

Education

MBA: Specialization in HR

ICFAI University – (01-2012)

Certifications

- CPTD (Certified Professional for Talent Development) from ATD – (04-2024)
- Certified Learning & Development Consultant (High Honors) from Middle Earth HR – (09-2020)
- TTT certified by Dale Carnegie – (01-2017)

Accomplishments

- **2018** – Implementation of Learning Management system
- **2021** – Performance Excellence Program for branch staff
- **2023** – LMS On-boarding of employees of newly merged entity
- **2024** – Implementation of New HRMS and LMS.
- **2024** – Designing succession planning policy and competency framework for C-Suite and senior management role.

Interests

- Traveler, Nature lover & adventure seeker