



**FALCON®**  
MULTI SERVICES LTD

**Falcon Multi Services Ltd**

201, Creado, Juhu Chruch Road, Juhu Mumbai 400049

## Personal Information

Candidate id	3972
Name	Mohammad Nabil Ashraf
Date of Birth	1996-05-26
Salary (in USD)	2000/Per Month
Industry	HR
Sub Industry	Insurance Adjuster
Nationality	India
Primary Language	English,
Secondary Language	Hindi,
Total Years of Experience	5

## Additional Information

Roles and Responsibilities	Additional Skills/Certification
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Assessed skill levels for over 2000 participants, providing actionable feedback that led to a 30% improvement in key performance indicators. Implemented a new training program that increased creative output by 45% as measured by a project review. Managed training logistics for a team of 50, consistently tracking and reporting training outcomes to senior leadership, which informed a 25% budget reallocation to more effective programs. Developed comprehensive performance management systems to improve team productivity. Conducted periodic training needs assessments, analysed training needs, and recommended solutions for performance issues and training opportunities. Facilitated onboarding, soft-skills, and operational training sessions for agents. Implemented learning analytics to measure the effectiveness of employee training programs. Incorporated the latest tools, techniques, and industry trends into the curriculum. Organized and facilitated over 15 workshops and webinars, which improved participant knowledge retention by 45% based on post-training assessments. Led the implementation of the ZingHR LMS, streamlining onboarding and learning activities for all new and existing hires while managing system logistics. Facilitated engaging sessions, resulting in the creation of a peer-to-peer knowledge-sharing program that improved cross-functional collaboration. Conducted skills gap analyses for a team of 500+, which informed the creation of targeted training modules that reduced performance gaps by 15%. Training Calendar, tracking training attendance and designing training curriculum within time with the help of SOP. Managed the product and process training for Google Ads and Google Pay as a Google vendor, leading to a 95% pass rate on certification exams for new hires. Kept the training curriculum up to date with the latest changes and updates in the Google Ads platform & based on client feedback. Maintain updated records of training material, certifications, PKTs and feedback from SME and managers for NHT performance improvement plan. Utilized data from LMS, LinkedIn Learning, and Udemy to analyze employee learning trends and inform future training strategies, resulting in a 30% reduction in training costs. Ensured 100% accuracy in training data within the CTS LMS, providing clean data for strategic decision-making.

Six Sigma (Green Belt)  
– Inntransventive Learning and Development Tools and Methods - Udemy  
Learning Needs Analysis - Udemy  
The Strategy of Content Marketing - University of California, Davis

## Education Summary

Course	University	Passing Year	Country
MBA/PGDM	Doon Business School	2020	India

## Career Summary

Position	Employer	Country	From	To
Tron Associate Trainer	Amazon	India	08/2019	02/2021
Learning and Development Specialist	Cognizant India Pvt Ltd	India	03/2021	11/2023

Position	Employer	Country	From	To
Corporate Trainer Learning & Development	Burjeel Holdings	United Arab Emirates	12/2023	07/2024

[To View Contact Number, Kindly drop an email to hr6@falconmsl.com](mailto:hr6@falconmsl.com)