

UMAIR ISMAIL

Training and Development | Learning Operations | Frontline Training and Onboarding

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PROFESSIONAL SUMMARY

Training and development professional with 9+ years of experience in large-scale operational environments across telecom, real estate, learning and development consulting, and education. Core expertise is conducting Training Needs Assessments (TNA), developing training plans, and designing and delivering training programs for employees and operational teams. At PTCL, delivered product, process, customer experience, and soft-skills training for new and existing employees, facilitated orientations and coaching, and later led learning and process standardization for customer care operations, including the knowledge hub used by frontline staff. At Zameen.com, developed and managed learning content for a workforce of 2,000+ and built LMS reports and dashboards to track learner activity and training progress. At People Perfect, led L&D operations and content for a learning environment serving 500+ users. Currently Assistant Manager, Learning Experience Design at Global Study Options. CHRMP certified, with a consistent record of evaluating training effectiveness through assessments, feedback, and learner performance data.

CORE SKILLS

Training Needs Assessment (TNA) | Training Planning | Training Design and Delivery | Facilitation
Employee Onboarding | Soft-Skills Training | Operational Training | Employee Training and Coaching
Training Evaluation | Learning Reporting and Dashboards | LMS Operations and Administration | E-learning Development

Articulate Storyline 360 | Knowledge Management | Process Standardization | Stakeholder Management | Curriculum Design

PROFESSIONAL EXPERIENCE

Assistant Manager, Learning Experience Design

Global Study Options | Lahore | March 2026 - Present

- Transform TEVTA-based course material into structured digital learning content for Australia-based colleges.
- Design learning content and activities with attention to clarity, usability, and learner navigation.
- Support assessments, onboarding flows, and learning operations.
- Coordinate with stakeholders on content consistency, accessibility, quality, and delivery timelines.
- Explore workflow improvements for digital course development.

L&D Ops and Content Lead

People Perfect | Lahore | October 2023 - February 2026

- Developed digital learning content using tools including Articulate Storyline 360 and Synthesia.
- Supported LMS content operations and course deployment for a learning environment serving 500+ users.
- Managed content workflows and quality checks to keep learning materials organized and consistent.
- Used scenario-based content and visual assets in employee learning materials.

E-learning Associate

Zameen.com | Lahore | May 2022 - September 2023

- Developed and managed digital learning content for an organization with a workforce of 2,000+.
- Built LMS reports and dashboards to review learner activity and training progress.
- Worked on the delivery of learning content across departments.

Team Lead, Learning and Process Standardization

PTCL | Lahore | July 2021 - April 2022

- Worked on customer care process standardization and operational guidance.
- Managed updates to the QAU Help Desk knowledge hub so frontline employees could access process information.
- Worked on a Dialogflow-based chatbot intended to help employees find answers to work-related questions.

Training Specialist

PTCL | Lahore | July 2017 - June 2021

- Conducted Training Needs Analysis to identify performance gaps and plan relevant training.
- Delivered product, process, customer experience, and soft-skills training for new and existing employees.
- Facilitated orientations, coaching sessions, and knowledge-sharing workshops.
- Built and maintained knowledge resources for employees to use after training.
- Evaluated training through assessments, feedback, and learner performance information.

EDUCATION

Master's Degree in Literature | University of the Punjab | 2019 - 2021

Bachelor's Degree in Journalism | University of the Punjab | 2011 - 2013

CERTIFICATIONS AND COURSES

CHRMF | Articulate Storyline 360: Advanced E-learning | Learning Moodle 3.11 | Canva for Work