



SUMAN K GANGULY

Learning & Development Specialist

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PROFESSIONAL SUMMERY

Learning & Development Specialist with 5+ years of experience designing scalable learning ecosystems and 14+ years in IT/CRM solutions.

Proven ability to blend instructional design with Salesforce technical expertise, enabling workforce transformation and digital adoption.

Skilled in building hybrid learning journeys, driving engagement and productivity, and mentoring diverse audiences in Salesforce CRM, AI, and cloud technologies.

CORE COMPETENCIES

- **Learning & Development:**

Technical Training Design & Delivery | Learning Strategy & Architecture | Instructional Design | Talent Development | Analytics & Metrics | Change Management | Stakeholder Consulting & Leadership Coaching | Post-Training Support & User Adoption

- **Salesforce/Tech Enablement:**

Salesforce CRM Enablement (Admin, Development, Cloud Solutions) | AI & Cloud Solutions (Service Cloud, Sales Cloud, Data Cloud etc) | Technical Training | Agile & DevOps | Digital Transformation

WORK EXPERIENCE

Lead Training Specialist - Technical | Mar 2023 – Mar 2025
Persistent Systems | Kolkata

- Developed and delivered hybrid learning journeys (classroom + digital) for technical & non-technical audiences on various Salesforce CRM technologies, enhancing engagement by 40% and reducing training costs by 35% year-on-year.
- Developed a comprehensive learning ecosystem supporting continuous skill development across roles and levels.
- Led change management efforts via communication, coaching, and interactive learning to accelerate digital transformation adoption.
- Conducted Training Needs Analysis and collaborated with stakeholders to prioritize learning interventions supporting business objectives.

Senior L&D Trainer – Salesforce CRM | Oct 2019- March 2023.
Wipro Technologies | Kolkata

- Designed and rolled out upskilling, reskilling and cross skilling initiatives supporting digital transformation for 2,000+ employees.
- Aligned learning strategy with workforce transformation goals, driving a 20% productivity improvement across delivery units.
- Delivered corporate training programs with a focus on technical and behavioural change readiness.
- Applied blended learning approaches incorporating instructor-led, virtual, and self-paced modalities.

Salesforce Developer | Jan 2014- July 2019
Cognizant Technologies & Sensabyte Technologies | Kolkata

- Delivered Salesforce CRM solutions (Admin, Dev, Experience Cloud) while supporting customer engagement and training initiatives.
- Acted as SME for Salesforce training, building technical foundations that now transform L&D leadership.

Senior Process Executive | July 2011 - Jan 2014
Infosys Ltd. | Pune

- Contributed as a customer service executive, resolved customer queries using case management system build on Salesforce Service Cloud.

SELECTED PROJECTS

Project Name	Role / Impact	Duration / Team
Persistent Digital Academy	Designed multi-format learning programs supporting digital skill-building and role readiness.	24 months / 8-member team
Cisco Multi Cloud Enablement	Facilitated agile training workshops and change management to ensure adoption across teams.	36 months / 10-member team
Western University Experience Cloud	Delivered user enablement and training to support system adoption and improved stakeholder engagement.	5 months / 5-member team

CERTIFICATIONS

- Salesforce.com Certified AI Associate, Certification Number: 5640118.
- Salesforce.com Certified Administrator, Certification Number: 1773752.
- Salesforce.com Certified Advanced Administrator, Certification Number: 2033885.
- Salesforce.com Certified Service Cloud Consultant, Certification Number: 21697333.
- Salesforce.com Certified Platform App Builder, Certification Number: 4525488.
- Salesforce.com Certified Platform Developer 1, Certification Number: 20779697.

EDUCATION

Batchelor of Commerce (2010) from Pt. Ravishankar Shukla University, Raipur, Chhattisgarh.
Senior Secondary School (2004) from CBSE Board, Chhattisgarh.
Higher Secondary School (2002) from CBSE Board, Chhattisgarh.

VALUE PROPOSITION

Trusted L&D technical trainer and learning consultant for enterprise technology teams, with a track record of driving user adoption, accelerating skill growth, and delivering measurable business impact through world-class training solutions.