

Shubham Sharma

Senior L&D leader with 21+ years across hospitality and cinema, driving enterprise learning strategy, frontline capability, leadership pipelines, and digital transformation. Proven track record in building scalable talent ecosystems, rolling out LMS platforms, creating skilling partnerships, and aligning learning outcomes directly to business performance.



Click here to view my L&D portfolio

<https://www.linkedin.com/in/shubham-sharma-8703914/>

EXPERIENCE

2024 April till date : GM-L&D, Mahindra Holidays & Resorts India Ltd.

Pan-India L&D responsibility for Club Mahindra resorts, through close collaboration with Region Heads, Functional Heads, Cluster Managers, Chief Resort Officer and CHRO.

- Execution of unified Learning strategy to support business goals
- Drove implementation of LMS, enabling blended learning journeys
- Increased Warmth & Conviviality feedback score from 4.1 to 4.6
- Designed roadmap for leased & MHRIL owned Skill centres
- Designed MHRIL's Skilling & Talent Pipeline model
- Introduced Resort Managers Leadership Program (six-month journey)
- Built frameworks for service design, Ethics & quality systems
- Oversaw SOP creation for the upcoming luxury hotel brand
- Introduced online SOP tests to build knowledge economy
- Created L&D model for future luxury resort brand & learning governance

2019 - 2024 : PVR INOX Ltd.

Through strong and professional thought leadership, provide strategic expertise to SVP - L&D, CHRO and the Executive team on talent, learning, leadership development and organizational culture.

Define and implement corporate OD and L&D strategies, develop and deliver aligned programmes, including the provision of team and individual solutions across the organisation.

2021 - 2024 : Deputy VP, L&D

- Designed 'CINEwah!', a customer service programme for cinema ops team
- Created & implemented new Onboarding plan for Cinema managers
- Execution of 'behavioural event interview' training for senior managers
- Envisaged & created new online induction content for cinema operations
- LMS : successful transition from Centum to Disperz
- Led the transition of IJP assessment from pen & paper to digital
- Creation of online POS simulator for faster training

2019 - 2021 : General Manager, L&D (West India)

- Creation & execution of 'Train The Trainer' program
- Created & launched 'Parivartan', development program for duty managers
- Developed in-house content creation capability
- Executed pre-opening training at 16 new cinema sites
- Identification of training needs based on multiple sources
- Oversaw monthly training programs & initiatives based on training needs
- Conceptualized & executed 'Masterclass' - video lectures by subject experts

2012 - 2019 : ITC Hotels Ltd.

2017 - 2019 : Faculty (Management Programme), ITC Hotel Mgmt. Institute
2012 - 2017 : Hotel Training Manager

2011 - 2012 : blueFROG | Training Manager

2008 - 2011 : Aman Resorts | Restaurant Manager

2004 - 2008 : The Park Hotels | Restaurant Mgr & Management Trainee

CONTACT

📞 9177 00 4191

✉️ shubhamsharma2020@gmail.com

Flat 701, Tower 4,
Raheja Tipco Heights
Rani Sati Marg, Malad East
Mumbai - 400 097

CORE EXPERTISE

Learning Strategy • Leadership Development, Skilling & workforce pipelines • Content Design Microlearning • Capability Frameworks, Culture & Ethics Programs • LMS / LXP, Digital learning design • Demand Forecasting

EDUCATION

Certified Behavioural Event Interviewer
AON, 2023

Certification in HR Strategy Execution
IIMB - Swayam, 2023

Certified Instructional Designer
MEHR, 2020

Infographic Designing
Course by Fernando Baptista (Head Designer)
National Geographic, 2018

Bachelor in Hotel Administration
Welcomgroup Institute of Hotel Administration
Manipal, 2004

SKILLS & HOBBIES

Articulate LMS authoring

Adobe Photoshop, Adobe Illustrator

Cinema 4D, Video and Audio editing

Bird & Macro Photography