# Gumma Venkata Narasimha Naga Vikas

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Portfolio: eartlybeing.github.io/Vikas-Gumma-Site/
Instructional Design Portfolio: Gaming Is Not Just a Hobby – Articulate Rise course

## Professional Summary

Learning and development professional with 5+ years of experience designing and delivering process-focused learning, facilitating instructor-led and virtual training, supporting self-paced learning, and enabling operational readiness across global client processes. Experienced in translating business and process requirements into structured training, collaborating with subject matter experts and instructional design teams, developing learning resources, and evaluating training effectiveness through quality and performance outcomes. Trained 600+ new hires at Patra and supported large-scale process transitions involving 400+ auditors at Wipro. Hands-on with Articulate Rise, Storyline 360, Vyond, Adobe Captivate and LMS platforms. Created an Articulate Rise portfolio course, “Gaming Is Not Just a Hobby,” demonstrating learning-content design, learner engagement and digital course development.

## Core Competencies

- Instructional Design and Learning Solution Development
- Learning Needs Analysis and Requirement Interpretation
- Storyboarding and Learning Content Structuring
- Self-Paced Learning and E-Learning Development
- Instructor-Led Training (ILT) and Virtual Training Support
- Training Materials, Process Guides and Learning Resources
- SME Collaboration and Stakeholder Communication
- Training Delivery, Train-the-Trainer and Knowledge Transfer
- Learning Management Systems and Content Administration
- Quality Monitoring, Feedback and Learning Effectiveness
- Project Coordination, Status Updates and Issue Escalation
- Process Documentation, SOPs and Continuous Improvement

## Professional Experience

**Wipro Limited, Visakhapatnam**

*Production Specialist – Talent Skilling / Learning Operations | July 2025 – Present*

- Learning Design and Development: Develop and maintain process-learning resources and structured guidance for SAP Concur Intelligent Audit, Invoice Capture and Verify, aligning content with client requirements, process workflows and quality expectations.
- Training Delivery: Deliver process training and knowledge-transfer sessions for auditors and new line-of-business teams; facilitate Train-the-Trainer sessions to support consistent learning delivery.
- Learning Needs and Process Analysis: Work with client stakeholders and internal teams to clarify process requirements, discuss policy and workflow changes, and translate updates into training points and operational guidance.
- Learning Operations and LMS: Manage assigned learning activities through Litmos LMS, including learning-content maintenance, training coordination, completion tracking and reporting.
- Transition and Readiness: Support knowledge transfer and operational readiness for process transitions involving 400+ auditors, including process documentation, walkthroughs, go-live preparation and post-launch hypercare.
- Stakeholder and Project Communication: Coordinate with client stakeholders, delivery teams and cross-functional partners; communicate updates, follow up on issues and support timely resolution of delivery risks.
- Quality and Continuous Improvement: Support performance against a 97% quality benchmark through real-time and post-submission review follow-ups; validate audit-rule changes, identify process gaps and reinforce corrective learning.

- Performance Monitoring: Review operational dashboards, production volumes, throughput and SLA status; support reporting and follow-up against a 48-hour turnaround-time SLA.

**Patra India BPO, Visakhapatnam**

*Process Trainer – Operations and Quality Support | February 2021 – June 2025*

- Training Solution Delivery: Coordinated foundation and process-specific learning for new hires, preparing employees for production through structured instruction, practice and process knowledge transfer.
- Large-Scale Training: Trained 600+ new hires across foundation and process-specific programs, reinforcing procedures, quality requirements and consistent process execution.
- Learning Content Collaboration: Collaborated with operational stakeholders and instructional design teams to translate client requirements into structured training materials and standardized workflows.
- Training Module Support: Supported the development and review of AmWINS training modules, incorporating process knowledge and stakeholder feedback to improve learning relevance and effectiveness.
- Train-the-Trainer: Conducted TTT sessions to strengthen trainer readiness, align delivery standards and improve consistency of process knowledge transfer.
- Client and SME Engagement: Participated in client-facing demonstrations, live walkthroughs and knowledge-transfer initiatives to align training content with client expectations.
- Learning Effectiveness and Quality: Identified knowledge and performance gaps and coordinated follow-up training; contributed to reducing process defects from 6.06% in H1 FY23 to 1.52% in H2 FY23.
- Operational Metrics: Used quality, average handling time (AHT) and SLA measures to support performance awareness, coaching and process consistency.

## Instructional Design Portfolio

**Gaming Is Not Just a Hobby – Articulate Rise 360 Course**

Designed and developed an independent self-paced digital learning course using Articulate Rise. The project demonstrates course structuring, content writing, visual organization and learner engagement through a topic-led learning experience. View course.

## Technical Skills

- Authoring and Content Tools: Articulate Rise 360, Articulate Storyline 360, Vyond, Adobe Captivate
- Learning Platforms: Docebo LMS, Litmos LMS; SCORM and xAPI / Tin Can content familiarity and testing
- Learning Design: ADDIE, SAM, storyboarding, adult learning principles, microlearning, e-learning content development
- Productivity: Microsoft Word, PowerPoint, Excel, Microsoft Teams, Outlook
- Process Platforms: SAP Concur, OnBase, AMS, Citrix

## Education

Post Graduate Diploma in Management – Human Resource Management
IMT CDL, Ghaziabad | March 2026

Bachelor of Arts – History, Economics & Politics
School of Distance Education, Visakhapatnam | January 2022

Diploma in Civil Engineering
State Board of Technical Education and Training, Visakhapatnam | July 2019

## Certifications and Recognition

- Instructional Design – ADDIE & Storyboarding
- Gamification for Learning
- SAP Concur – Intelligent Audit, Verify & Invoice Capture (Trainer Certified)
- Lean Six Sigma – White Belt
- Pathfinder of the Year 2024 – Patra
- Outstanding Performer of the Year 2025 – Wipro