



Creative · Hard-working · Optimistic

Objective: Simplifying complexity and enhancing retention and user experience

Goal: To be a Google evangelist



Technical Skills

Adobe

- Captivate
- Photoshop
- Illustrator
- Premiere Pro
- Muse
- Audition
- Edge Animate

MS Office

- Word
- Powerpoint
- Excel
- Outlook

Google

- Apps for Work
- Maps - L4
- Docs
- Web designer
- Android Studio



Work Experience

Sr. Specialist [24]7-INC

July 2015 - Present

Role: ID, Content Development & LMS Super admin

- LMS administration & management (client & vendor)
- TNI, storyboarding, content development (ADDIE & Bloom's) & Evaluation (Kirk Patrick)
- Project management
- Project managed LMS migration to SAP SF

Trainer, [24]7-INC

Sept 2013 - June 2015

Role: Facilitator, Content Development, SME & LMS Super Admin

- Certified technical trainer for Optus Business, Australia
- Trained internal and overseas executives on ICT & networking
- Created technical content and delivered

Sr. Executive, [24]7-INC

Mar 2012 - Aug 2013

Role: Customer Delivery Specialist & SME

- End to end ICT network provisioning for Optus business customers
- Change management

Tech support - McAfee, [24]7-INC

Jun 2011 - Feb 2012

Role: Technical support & SME

- Product & technical support for McAfee Anti-virus
- Floor SME support and escalations management



Awards and Achievements*

*mentioned few only

- Twice center head award recipient FY '16
- Quarterly champion for performance excellence - Q3 FY '16
- Hum Awards nominee - 'Values at work' FY '16
- Multiple awards for performance & training excellence
- President of Student council 2009 - 10, St. Joseph's College
- President of CSA 2010 - 11, SJC
- 'Certificate of Excellence' 2008 - 11; CSA, SJC

GABRIEL RICHARD

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Education

MBA - HR (Distance Learning)
Annamalai University

B.Sc
(Computer Science, Electronics, Mathematics)
St. Joseph's College
Bangalore

Certifications

Instructional Design
[24]7-INC

Instructional Design
Alison.com

Transactional Analysis
TA 101 - ITAA

Interests

Chess
Strategy games
Tech research
Android devices
Creative design
Travelling
Spending time with Children

Strengths

Facilitation skills
Adobe creative suite
Project / event management
Analytical skills
Problem solving skills
Creative thinker
Optimistic
Avid learner

