HARESH KHARWA

INSTRUCTIONAL DESIGNER

CONTACT

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EDUCATION

BACHELOR OF COMMERCE
UNIVERSITY OF MUMBAI
2001

CERTIFICATIONS

WEB DEVELOPMENT COURSE
PRIDE EDUCARE - 2011

INSTRUCTIONAL DESIGN CERTIFICATE
GOVT OF INDIA,
SKILL DEVELOPMENT – 2018

RPA DEVELOPER FOUNDATION CERTIFICATE
UIPATH - 2021

LANGUAGES

ENGLISH (C2)

DEUTSCH (B2)

AWARDS

EXCEPTIONAL PERFORMANCE
TELEPERFORMANCE
H1 - 2024

PROFESSIONAL SUMMARY

Experienced Instructional Designer with over six years of expertise in developing innovative e-learning solutions and more than 13 years of experience in web development. Specialized in applying instructional models, multimedia content, and modern authoring tools to promote sustainable learning outcomes. Goal-oriented, detail-focused, and interculturally competent.

PROFESSIONAL EXPERIENCE

INSTRUCTIONAL DESIGNER
Teleperformance Global Services | October 2019 – March 2025

Conducted needs analysis: Collaborated with stakeholders and SMEs to assess learner needs, define objectives, and establish performance goals using models like ADDIE or SAM.

Designed curriculum and learning strategy: Developed course structures, media, assessment plans, and instructional activities using Bloom's Taxonomy, aligned with learning outcomes and adult learning principles.

Developed instructional content: Created e-learning modules, instructor and participant guides, job aids, videos, simulations, and storyboards using tools like Articulate Storyline, Vyond, Synthesia and Gen AI.

Implemented and managed delivery: Launched live and virtual instructor-led training (ILT/VILT), deployed SCORM packages on Learning Management System (LMS) platforms like Moodle, Canvas LMS, or Saba Cloud, and facilitated sessions or webinars as needed.

Evaluated and iterated learning materials: Conducted both formative and summative evaluations using the Kirkpatrick Model, gathered learner feedback and performance data to analyze, refine and improve resources.

Collaborated with subject matter experts and stakeholders: Engaged teams across business units to gather information, review content alignment, and ensure timely and effective project delivery.

Managed projects and quality assurance: Planned timelines, organized documentation, performed quality assurance reviews, maintained project tracking, and ensured materials met branding, accessibility, and quality standards.

Process automation: Developed and deployed UiPath automation workflows to manage the uploading of quizzes and training content to the Training Arcade platform, enhancing the scalability of gamified learning delivery.

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PROFESSIONAL EXPERIENCE

WEB DEVELOPER
Carin Mumbai | February 2011 – October 2019

Designed and developed responsive websites, web forms, and landing pages: Crafted user-friendly, mobile-optimized layouts using HTML5, CSS3, Bootstrap, JavaScript, jQuery, and WordPress.

Built email marketing templates: Created and implemented dynamic email campaign templates on platforms such as Mailwizz and Mailchimp to support automated marketing efforts.

Produced multimedia content: Created engaging videos and 3D graphics using Blender Studio to enrich web content and visual storytelling.

Managed domains, hosting and email servers: Oversaw domain registration, hosting configurations, and email server administration using GoDaddy and Hostinger.

Supported digital campaigns and content strategy: Collaborated on online marketing initiatives, supported content planning, and contributed to branding and campaign strategies.

Leveraged design and development tools: Utilized a robust stack including Adobe After Effects, Photoshop, along with front-end technologies to deliver polished and professional assets.

WORK SAMPLES

WWW.HARESHK.COM