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# Suma Elizabeth Paul

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## Profile Summary

More than 18 years of work experience with vivid industries both in India and abroad, in competency development, soft skills training, banking, marketing and finance. I am passionate about people-centric development at an organisational level, to pass the learnt and experienced knowledge, to develop and improve people using my strengths; I am determined and compassionate about transforming my experiences; to build confidence, competency and positive attitude towards everything in the life of others, relish challenges that push my limits.

## Professional Experience

### **Jubilee Mission Medical College and Research Centre, Thrissur**

*Sr. Learning and Development Specialist.*

Dec 2014 - PRESENT

- Working with JMMC&RI, a 1650 bedded medical college hospital in Thrissur, as the Senior Learning and Development Specialist. Managing the learning and professional development of the organisation's workforce which comes to about 3000 employees. Equip the staff with knowledge, skills and motivation to carry out the work related tasks; either deliver training by self or coordinate with a clinical specialist for the specialised topics.
- Initiate strategies to empower every staff with learning activities, to motivate staff to share the knowledge and skill they possess with colleagues, to make learning effective, to engage the employees in the Hospital.
- Introduce the organization to every newly joined staff, by conducting Induction and orientation programmes. Developing training materials for in-house courses, Conduct competency development programme across different roles within. Develop the staff to be trainers by conducting Train the Trainer sessions, Closely monitor to ensure the

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effectiveness of training, conduct training for statutory and mandatory purposes are few of L&D activities to mention.

- Maintain all records of training and development activities and meet all training requirements of the organization liaising the Department heads and Managers.

#### Responsibilities undertook:-

1. Prepare training calendar, execute the same for all staff of the Hospital.
2. Task analysis of job roles of various paraclinical and non-clinical jobs.
3. Identifying training and development needs from the job analysis, appraisals, regular discussions with the management team, managers and HRD.
4. Charted out a department-wise learning and development program for updating knowledge, improving skills and the attitudinal formation needed for performing the specific tasks related to the job role.
5. Developed a training strategy for the organization in consultation with the management
6. Designed learning programs based on the needs of the organization and staff
7. Developed training materials for in-house courses.
8. Designed review and performance audit along with the L & D program for each job role.
9. Conducting learning sessions on hospital information, generic competencies and self-leadership.
10. Coordinating with various clinical and non clinical departments and resource personnel and in some cases vendors for imparting learning sessions on functional competencies.
11. Ensure the delivery of training and development programmes as scheduled.
12. Ensure documentation all L & D programs including program feedbacks.

#### Major Achievements

##### *Train the Trainer Program*

- Successfully implemented the Train the Trainer program as a part of the preparations for the NABH accreditation. A resource team from each clinical department was selected and prepared to conduct learning sessions for their respective departments.
- Convene NABH training sessions, ensure the quality of content and delivery.

##### *Staff Induction Programs*

- Developed employee induction & orientation program for the hospital.

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- Conducting sessions on hospital information, soft skills and generic competencies.
  - Initiated and contributed to the preparation of Employee Induction Manual.

#### *Statutory and Special Purpose Learning Programs*

- Organised and conducted sessions on energy conservation and environmental protection following the energy audit at the hospital with the help of Registered Auditor - Bureau of Energy Efficiency (BEE - Govt, of India) company. Conducted hospital-wide energy conservation learning sessions.
- Took the lead role in getting the recognition for the hospital as an International Training Center of American Heart Association for conducting 'Basic Life Support' (BLS) certification program. This is a statutory certification program for emergency care for doctors and Nurses.
- Organised learning sessions for the staff for NABH accreditation compliance.

#### *Editor of monthly newsletter 'Jubilet'*

- Source articles for the magazine.
- Ensure timely delivery.

#### **DHRD, Thrissur** - *Founder and Chief Trainer*

Feb 2014 - Dec 2014

Worked as the Chief Trainer at Delta Human Resources Development (DHRD), an HR development institute focused on employability skills, leadership development programs and productivity booster workshops.

- Conducted Professional Orientation Program for aspiring employees; developing their Communication skills, English Proficiency, Public presentation and Leadership skills.
- Conducted student induction programs, leadership training programs and self-development workshops for management students in various colleges across Thrissur and Ernakulam.
- Presented Seminars in reputed colleges for final year undergraduate students to create awareness on the importance nurturing employability skills.
- Conducted leadership development sessions for K.P.Namboodiris Group of Companies.

#### **Flora Homes and Estates, Kerala, UAE** - *HR, Admin and Finance*

Oct 2006 - Dec 2008, 2010 Feb - 2013 Dec

- A Primary properties marketing portal otherwise known as KeralaListings.com, as Manager (HR, Admin & Finance Depts) (2006-2009, 2010-2013)

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- Managing the accounts, Marketing Coordination, Recruitment and training of staff, and Administration.

**Gulf Drug Establishment, Abu Dhabi, UAE - Service Coordinator**

Jan 2009 - Jan 2010,

- GDE is a medical equipment supplier based in UAE. Coordinated the technical support services at GDE. Facilitated for the smooth flow of business by coordinating with the sales and service departments within the company. Also responsible for Asset management using IBM Maximo.

**HSBC EDPI, Bangalore, Banking and Credit Services, - Customer Service Executive.**

2003 - 2006,

- Credit Management of out of order personal accounts, defaulted Business and Personal Loan Accounts.
- As a part of the Quality Assurance team, executing internal audits, conducting open house sessions and presentations on quality and related banking procedures, on a regular basis.

**Viraj Telecom, Bangalore, - Corporate Marketing Executive**

Jan 2001 - Jan 2003,

- Pitching to corporate customers, Formulate marketing Strategies, Setting up new marketing network,
- Analyze and suggest solutions for customer queries and complaints and ensure customer satisfaction.
- Working with different departments in the company to ensure the quality of service and maintain a database on the generation of sales and customer base on a daily base.

**AVP Coimbatore Ltd (Coimbatore)** – A Pharmaceutical Company, as Group Finance Executive (March 2000 - January 2001)

## EDUCATION

- Masters in Business Administration (specialized in Finance and Systems) of Bharathiar University 2000
- Masters in Commerce of Calicut University 1998

## Personal Details

Date of Birth – 08 May 1976

Status – Married

Gender – Female

Nationality – Indian