

KRITIKA JAISWAL

Capability Strategy | Learning Transformation | AI-Enabled Learning | Learning Operations

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EXECUTIVE SUMMARY

Capability Building and Learning Strategy professional with 8+ years across pharmaceuticals, healthcare, and consulting, spanning enterprise learning operations, capability design, and internal strategic consulting. Brings a business-first orientation to capability building: comfortable translating ambiguous senior-leadership priorities into structured recommendations, not just designing training. Track record includes advising commercial and clinical leadership on capability strategy tied to business growth objectives, with recommendations adopted and used to direct execution at scale. Complements this with founder-level commercial experience, having built a venture from strategy through go-to-market execution.

CORE EXPERTISE

Capability Strategy • Learning Business Partnering • Stakeholder Consulting • Learning Operations & Governance • Competency & Framework Design • Learning Needs Analysis • Change Enablement • AI-Enabled Learning • Program & Project Management • Cross-Functional Leadership • Digital Learning

PROFESSIONAL EXPERIENCE

Clinical Strategic Project Manager

Feb 2023 – Aug 2025

Bayer Pharmaceuticals | Hyderabad, India

Progressed from enterprise learning delivery into Bayer's internal strategic consulting team, based on demonstrated capability handling ambiguous, leadership-level topics.

- Directed large-scale virtual and in-person training programs (VILT/ILT) for new technology rollouts spanning multiple countries and regions; owned the SAP SuccessFactors LMS as single point of contact.
- Selected for Bayer's internal strategic consulting team based on performance — moving from learning delivery into leadership-facing advisory work.
- Advised commercial and clinical leadership on capability strategy to support clinical trial growth in India: benchmarked competitor practice and structured a framework to reduce process errors and improve cost efficiency.
- Recommendation was adopted by leadership and used to direct teams of 100+ staff responsible for growing clinical trial volume in India.
- Ran parallel, leadership-sponsored consulting workstreams across India and China clinical trial markets, each requiring a distinct strategic approach tailored to market context.
- Partnered with global stakeholders across commercial, clinical, and SME functions to translate business priorities into structured capability roadmaps.
- Applied learning analytics and evaluation frameworks to track effectiveness and drive continuous improvement across concurrent capability initiatives.

Associate – Projects

Aug 2020 – Feb 2023

Cognizant | Hyderabad, India

- Diagnosed enterprise learning and capability gaps for multinational pharmaceutical and healthcare clients through structured stakeholder interviews and capability assessments.
- Advised pharmaceutical SMEs and business leaders on digital learning solutions to strengthen commercial and corporate function readiness.
- Structured evaluation methods and engagement strategies to sharpen capability development outcomes across client engagements.
- Directed onboarding and learning deployment activity to support enterprise-wide workforce integration.
- Owned LMS governance, administration, and reporting across multiple concurrent client programs, ensuring consistency and compliance at scale.

Business Analyst – Enterprise Transformation (Consulting)

Oct 2018 – Dec 2019

Deloitte USI | Hyderabad, India

- Advised on Oracle Cloud enterprise transformation initiatives, bringing business analysis rigor to stakeholder decision-making.
- Structured role-based learning assets to drive enterprise system adoption and organizational readiness at scale.
- Partnered directly with project leadership to strengthen executive communication, capability adoption, and business alignment across transformation workstreams.

Instructional Designer

2015 – 2018

LearningMate Solutions & Sears | Kolkata / Hyderabad

- Developed eLearning modules, assessments, simulations, and multimedia learning assets for regulated healthcare environments.
- Collaborated with subject-matter experts to translate scientific and technical content into learner-friendly digital experiences.
- Applied adult learning principles and instructional design methodology across multiple concurrent client projects.

Co-Founder & CEO

Aug 2025 – Mar 2026

BrewBoldCo. | Entrepreneurial Venture

- Founded and led a specialty coffee venture from concept to commercialization, owning brand strategy, positioning, and go-to-market planning.
- Built B2B partnerships with cafés, hospitality businesses, event organizers, and corporate clients.
- Designed customer education and product-storytelling initiatives, and created training materials for partner and customer-facing teams — applying enterprise learning principles to a commercial, consumer-facing context.
- Led commercial planning spanning pricing, customer acquisition, supplier relationships, and operations.

TECHNOLOGY

- Learning Platforms: SAP SuccessFactors LMS • Rise 360 • Whatfix
- Authoring & Design: Adobe Captivate • Camtasia • Canva • Articulate Rise
- Digital & AI: Generative AI (ChatGPT, Claude, Gemini) • Synthesia • Learning Analytics
- Business & Collaboration: Microsoft 365 (PowerPoint, Excel, Word, Teams, Outlook, SharePoint) • Miro

EDUCATION & PROFESSIONAL DEVELOPMENT

- Digital Marketing & Analytics — ISB Executive Education (2026)
- Bachelor of Science, Mass Communication, Videography & Film Studies — St. Xavier's College (2015)

LANGUAGES

English (Professional Proficiency) • Hindi (Native) • German (Elementary)