

SAMTA CHOWDHARY

LEARNING STRATEGY & AI-ENABLED LEARNING LEADER

1-732-939-2351 | samtachowdhary@gmail.com | [linkedin.com/in/samtachowdhary](https://www.linkedin.com/in/samtachowdhary) | [Learnivity.com](https://www.learnivity.com) | Suwanee, GA

EXECUTIVE SUMMARY

- Learning Strategy and Enablement leader with experience designing and scaling programs that improve employee productivity, customer adoption, sales readiness, and business performance through AI-enabled learning solutions, coaching frameworks, and data-driven performance improvement strategies.
- Proven success leading global teams and clients through cross-functional initiatives that deliver innovative learning solutions, improving operational efficiency, employee capability, and customer outcomes.
- Experienced in leveraging AI, analytics, workflow automation, and data-driven decision-making to modernize learning, optimize operational efficiency, and drive measurable business outcomes through scalable learning strategies, automation, and continuous performance improvement.

CORE COMPETENCIES

Enterprise Learning Strategy • AI-Enabled Learning Design • Learning Architecture
Curriculum Design • Prompt Engineering • Learning Analytics & Performance Data
Sales Enablement • Sales Onboarding & Readiness • Customer Enablement
Cross-Functional Leadership • Change Management • Process Improvement • Vendor & Program Management

CAREER HIGHLIGHTS

- **Training Cost Reduction:** Reduced training content development and maintenance costs by 30% while accelerating localization from weeks to days through AI-enabled learning solutions and workflow automation (Intuit).
- **Customer Adoption & Experience:** Improved customer satisfaction scores by 15% through performance analytics, targeted capability development, and optimized learning programs that addressed critical skill gaps. (Intuit).
- **Automation & Operational Excellence:** Implemented AI-powered learning workflows, adaptive learning strategies, standardized templates, and scalable instructional design operations that reduced development time by 30%, increased learner engagement by 25%, and improved organizational efficiency. (Intuit)
- **Sales Readiness & Performance Improvement:** Delivered measurable business impact and ROI through sales enablement training initiatives that increased sales performance by 40%, reduced time-to-quota by 30%, improved certification completion, and strengthened new-hire readiness. (T-Mobile).
- **Awards & Recognition:** T-Mobile Winner's Circle Award (2020); Peak Nomination (2014); executive recognition at Intuit for leading its highest-performing Lifeline program; papers submitted and presented at SALT, Sloan-C, and CommLab conferences; Certificate of Appreciation for marketing-team volunteer work, Greater Atlanta ATD chapter (2011), Toastmasters Club - Secretary & VP of Education (Mar 2015 – Oct 2019).

PROFESSIONAL EXPERIENCE

Intuit, Inc. — *Staff Learning Strategy & Solutions Lead*

Aug 2022 – Present

- Built and scaled a team of 20 instructional designers, establishing onboarding, quality standards, workflow automation, and delivery processes that achieved 100% on-time delivery.
- Led a high-impact cross-functional operational readiness program (Lifeline) that mobilized 552 volunteers (653 registrants, +30% YoY) to handle high-volume customer chat inquiries ahead of the tax filing deadline; delivered record participation, improved volunteer tNPS to 37.0 (+6.2 YoY, +30 pts vs. TY23) through targeted enablement, and earned exceptional stakeholder recognition for the program's best execution to date.
- Owned and executed Intuit's enterprise learning strategy for TurboTax and full-service tax preparation, shifting training from content-heavy to performance-driven and directly improving business KPIs.
- Launched a digital learning and enablement platform that increased employee participation 40% above baseline and improved training NPS by +9.6 by providing faster access to performance support resources and role-relevant topics.
- Partnered with engineering to launch an AI Coaching Assistant that provided in-the-flow performance support, reinforced learning at the point of need, and improved adoption of new processes and behaviors.

T-Mobile, Inc. — Learning Strategist & Analyst

Mar 2012 – Aug 2022

- Led enterprise-wide learning strategies spanning sales, systems, and leadership, partnering cross-functionally to align programs with business priorities.
- Designed and delivered scalable onboarding and training experiences for frontline teams, increasing new-hire training completion from 70% to 95% and improved participation by 20% through scalable enablement assets, digital performance support tools, and blended learning programs that accelerated product knowledge and adoption.
- Designed and launched a sales enablement and certification program that combined onboarding, coaching, performance support, and reinforcement strategies, achieving 92% certification completion and improving sales readiness.
- Created performance-support content, job aids, walkthroughs, and learning assets that helped frontline employees apply new systems and processes more consistently.
- Mentored and onboarded instructional design talent, improving ramp-up time and raising team quality standards across learning design.

Intrepid Learning — Learning Consultant

Mar 2010 – Feb 2012

- Designed holistic learning solutions for clients including Deloitte, Walmart, United Airlines, Microsoft, and T-Mobile.
- Supported LMS (Evolution) administration and SharePoint for project organization.

InfoPro Learning, Inc. — Assistant Vice President – Training

Oct 2001 – Feb 2010

Other roles held at the company: Head, ID Center of Excellence; Strategic Planning and Instructional Design Manager

- Directed training design strategy, vendor management, and team performance for large-scale corporate learning initiatives; directly managed global clients including BNSF Railways (Canada), UPS, Gartner Group, Skillsoft, and Eduserv (UK).
- Managed cross-functional teams of up to 45 instructional designers, developers, and graphic designers.
- Reduced development time 30–60% through standardized templates, prototypes, and scalable processes.
- Delivered a 40% increase in business revenue attainment via revised training design strategies and performance support strategies.
- Developed a 7-day ID training program (PRIDE) that reduced ID skill development time by 35%.

Additional Relevant Experience

- InfoPro Pvt. Limited, India — Group Manager, leading a team of 30 instructional designers and developers (Aug 1999 – Jul 2001).
- Compunnel Software Private Limited, India — Instructional Designer and Group Coordinator (Mar 1995 – Jul 1999).

EDUCATION AND CERTIFICATIONS

- Post Graduate in Systems Management — National Institute of Information Technology, India
- Bachelor's Degree in Commerce — Indira Gandhi National Open University, India
- Diploma in Pharmacy — University of Delhi, India
- Certified Product Owner Scrum Professional (CPOSP) — Six Sigma Global Institute
- Scrum Master — Six Sigma Global Institute
- Project Management — Six Sigma Global Institute
- AI in Project Management — Project Management Institute (PMI)
- Google Certificate in Generative AI
- ICAgile Certified Professional for Agility in HR & L&D (ICP-AHR)
- LinkedIn Certifications: Agile Foundations, Advanced Prompt Engineering Techniques
- Claude 101 (Anthropic)
- AI Fluency: Framework & Foundations (Anthropic)
- Prompt Engineering Certification — Google (in progress)
- Virginia Tech Applied Agentic AI: Systems Design & Impact (In Progress)

TECHNICAL SKILLS

- **AI Tools:** ChatGPT, Claude, Gemini, Notebook LM
- **Instructional Design Models & Standards:** ADDIE, SAM, Bloom's Taxonomy, Kirkpatrick, eLearning Standards
- **Authoring Tools:** Articulate, Lectora, Adobe Captivate, Adobe Presenter, Camtasia, Vyond
- **Audio/Video Production:** Audacity, Premiere Pro, Wistia, Video Editor, Zubtitle, WellSaid Labs, Snagit, Synthesia
- **Graphic Tools:** PaintShop Pro, MS Paint, Adobe Fireworks
- **Assisted Online Process:** WalkMe, Whatfix
- **Presentation Tools:** Brainshark, Prezi
- **LMS Support:** Evolution, Cornerstone, OnPoint, Docebo
- **Mind Mapping:** Visio, Miro
- **Virtual Training:** WebEx, Adobe Connect, Zoom
- **Collaboration:** Slack, Skype for Business, Microsoft Teams, Confluence
- **Data Collection & Surveys:** Alchemer, SurveyMonkey, Qualtrics
- **Digital Asset Management:** Adobe Experience Manager (AEM), Microsoft SharePoint
- **Productivity:** Microsoft Office Suite
- **Project Management:** MS Project, Jira, Trello, Monday.com
- **Programming & Query Languages:** HTML, JavaScript, SQL