

ESHA BHATNAGAR

People Development Expert

I create performance driven environments by unleashing the talent in forward thinking organizations

CONTACT INFORMATION



Mountain View, CA



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[Esha Bhatnagar](#)

INTERNATIONAL PROJECTS

2017 Advance Social Innovation, Mountain View, CA

Designed and delivered the induction and onboarding program for a crowd sourcing non profit social enterprise in the start up phase

2014 Jumeirah Vitavelli, Maldives

Deployed as an internal consultant to facilitate the global leadership development program and employer brand workshop

2013 Jumeirah Bilgah Beach Hotel, Baku Azerbaijan

Appointed as a Business Partner to facilitate the pre-opening phase for the hotel

EDUCATION AND TRAINING

- Level A & B Psychometric Testing / 2014
- Designing performance based training / 2014
- Kirkpatrick Four Levels Evaluation (Bronze) /2014
- Brain based Coach / 2011
- Myers Briggs Type Indicator Practitioner / 2011
- Certificate in Training Practice / 2010
- Master's Degree in Hospitality Administration / 2006
- Bachelor's of Science in Hotel Management / 2003

SKILLS

- Seasoned Facilitator
- Customer Success Expert
- Performance based Instructional Design

EXPERIENCE

March 2015 – January 2016

Head Learning & Development and Business Excellence (Customer Experience) Jumeirah Europe (1000+ colleagues)

- Operationalized Learning & Development Strategy for Europe to increase Net Promoter Score by 35% and launched 5 new customer focused trainings
- Restructured L&D function to Industry Standards improving the Learning & Development review score by 25% - 2014 vs. 2015
- Led cross functional Customer Experience teams on 12 projects improving various customer success matrix scores by 50% to 70%
- Managed a P&L of EUR 5M driving projects with internal and external stakeholders

May 2011 – March 2015

Associate Director Human Resources and Learning & Development Jumeirah Emirates Towers Hotel, Dubai (1200+ colleagues)

Learning & Development

- Implemented continuous improvement projects with operational teams consistently improving customer satisfaction results by an average of 12% (2012-2015)
- Led HR and L&D efforts in opening and re launch of 10 restaurants
- Designed content and facilitated a 12 month Leadership development pathway for senior executives improving the perception of leaders by 7% in the colleague engagement survey 2015
- Facilitated the global new hire orientation program for over 120 colleagues per week for the Middle East region
- Spear headed the coaching committee for senior leaders and high potentials

Human Resources

- Achieved the highest colleague engagement score amongst Jumeirah Hotels, 2013 - 15 improving customer satisfaction by 12% and colleague retention 5% year on year
- Led projects to improve efficiencies within Human Resources and Learning & Development with Hackett Group (external consultant)
- Implemented employee engagement strategies catering to over 130+ nationalities
- Developed and executed strategies to advance performance and career development of high potential leaders , leading to the promotion of 93% of identified colleagues

October 2009 – May 2011

Learning & Development Manager

Madinat Jumeirah Resort, Dubai (3000 + colleagues)

- Facilitated the Myers-Briggs team development workshop for 34 teams improving team collaboration within diverse workforce including over 140 nationalities
- Created learning pathways for 300+ job roles
- Hands on implementation of industry recognized Learning, Talent Management and E Learning solutions
- Developed content for Jumeirah's employee branding workshop to instill the corporate culture globally
- Institutionalized organization-wide transformation by facilitating Franklin Covey's 7 Habits of Highly Effective People and the Great Leaders programs to 700+ leaders