

ABHISHEK TATINENI

Talent Development & L&D Leader

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PROFESSIONAL SUMMARY

Talent Development and Learning & Development professional with 9+ years of international experience leading people-centred change, learning strategy, and capability building across global organisations and complex, matrixed environments. Proven ability to translate strategy into real behavioural change, designing adoption frameworks, building stakeholder readiness, and helping leaders and teams navigate transformation without losing confidence or momentum. Across 9+ years, has led capability building, onboarding design, and technology-enabled change across more than 120 countries. Currently completing an MSc in Talent Development & Human Resources at IE Business School (Madrid), with academic Honours in HR, Talent Management, HR Operations & Systems, and Organisational Development. Hands-on experience building AI-powered people tools gives a grounded understanding of effective AI adoption from both the design and the human side. Fluent in English; open to visa sponsorship.

PROFESSIONAL EXPERIENCE

Program Manager, Talent Development | Agoda | Bangkok, Thailand

Jul 2023 – Sep 2025

- Designed and launched a behaviour-change-centred onboarding framework for 500 in-house and 200 white-label agents (CITI, US Banks), engineered as a reusable adoption model for future white-label clients, with built-in readiness assessment and compliance tracking.
- Led adoption and capability building across multiple concurrent technology migrations, achieving 98% learning effectiveness and 92% average assessment scores across 500+ customer experience agents.
- Following Agoda's strategic shift to Rocket Travel by Agoda (RTA) in mid-2024, led cross-functional alignment to redesign white-label onboarding programs that were driving poor partner NPS scores due to content with limited practical application to real agent workflows.
- Ran structured sprints to build onboarding modules in parallel, managing knowledge gaps in real time by creating verification flows that brought the right subject matter experts into the process and kept content accurate, consistent, and deployment-ready.
- Mentored incoming L&D hires through team structure changes and presented at Agoda's CEG Summit on learning strategy and program design.

Global VP, Information Management | AIESEC International | Montreal, Canada

Nov 2020 – Dec 2021

- Led global HR and platform transformation across 120+ countries, coordinating country managers, supervisory groups, and external vendors to adopt a new global tech strategy, operating model, and ways of working.
- Designed and implemented a global leadership transition framework for AIESEC's international management team, focused on decision-making readiness, cross-functional collaboration, and embedding new norms; rated 9.0 NPS by global partners.
- Managed HRIS upgrade adoption across 35,000+ members globally, adding goal-setting, role analytics, and a knowledge hub; drove full team onboarding onto Asana with project management templates enabling a 22-person, 18-nationality team to track 90+ concurrent workstreams.
- Proactively assessed where adoption was at risk across geographies and functions, and put practical mitigation in place before issues escalated.
- Delivered 85% of the transformation roadmap within a \$400K budget; resolved 2,200+ support issues at under 48 hours average; strengthened data protection aligned with GDPR and Canadian regulations.

Senior Coach & Content/Data Manager | Unschool Learning | Hyderabad, India

Jan 2022 – Dec 2022 | Dec 2019 – Oct 2020

- Built end-to-end capability development journeys for 100+ employees and managers, translating strategic priorities into learning that people actually used.
- Designed SOPs for Customer Experience and Program Management teams that increased course completion rates by 5% through structured enablement rather than one-time training, embedding change sustainably rather than through isolated events.

- Built centralised data infrastructure for 50,000+ learners; analytics tools drove a 65% increase in registered learners by enabling data-informed adjustments to communication and engagement strategies.

Regional Program Manager, Talent Programs | AIESEC Asia Pacific | Manila, Philippines

Aug 2018 – Jul 2019

- Coached 15+ program managers across 10 countries through strategic change, delivering personalised readiness support, management frameworks, and capability tools; resulted in an 11% average increase in goal attainment and 92% growth for new managers.
- Designed and facilitated the Asia Pacific Operations Summit for 80 delegates across 30+ countries, covering change adoption, data-driven decision-making, and autonomous operations; NPS: 9.0.
- Advised AIESEC International on organisational development and market growth, applying OD frameworks to build sustainable paths forward.

Country Program Manager, International Internships | AIESEC Egypt | Cairo, Egypt

Aug 2017 – Jul 2018

- Coached 20+ program managers through strategic planning and change management across 15 local offices; achieved 17% overall growth through structured adoption of new operating practices.
- Designed and managed ACTIVATE 17, a leadership development conference for 800+ delegates on self-awareness, emotional intelligence, and change readiness; NPS: 8.5.

Country Program Manager, Exchange Partnerships | AIESEC India | Mumbai, India

Aug 2016 – Jul 2017

- Designed and delivered development modules for 300+ members across South West Regional Induction Conferences, with measurement systems to track adoption and behavioural progress.
- Retained 85% of 15+ client accounts by implementing quality control frameworks and stakeholder tracking mechanisms; achieved 20% growth in satisfaction.

Country Manager, Partnerships | AIESEC in Mauritius | RoseHill, Mauritius

Aug 2015 – Jul 2016

- Assembled a National Advisory Council and built a 40+ client partnership network from scratch.
- Designed learning journeys for program managers across five offices, increasing program revenue by 25%.

EDUCATION

IE Business School — Madrid, Spain

Master in Talent Development & Human Resources | Expected July 2026

- Academic Honours: HR Fundamentals, Talent Management I & II, HR Operations & Systems, Talent Acquisition, Digital Business, High-Performance Teambuilding, Project Management, AI for Productivity
- Peer-rated 5/5 across all teamwork and collaboration criteria, consistently above section and group averages
- IE VentureLab Runner-Up (150+ startups), co-founded SoulTable, a belonging platform for international movers; designed facilitated experience using psychological safety principles and built live MVP on Lovable

IE Corporate Projects — Applied Organisational Development Consulting

- Anabion: led a culture-building consultancy including deep culture audit, employee experience simulation, and collaboration platform design; built interactive MVPs and data analysis tools to surface organisational insights and test adoption of new behaviours.
- Tabacalera (Madrid): designed a full L&D and capability strategy including learning needs analysis, program architecture, and implementation roadmap.

GITAM University — Visakhapatnam, India

B.Tech, Information Technology | CGPA: 7.63/10 | 2011–2015 | IELTS Band 8.5

SKILLS & CAPABILITIES

Change & Adoption: Change Management, Adoption Strategy, Stakeholder Readiness, Behaviour Change Design, Employee Experience, Communications & Enablement Toolkits, Manager Capability Building

HR & Talent: Talent Development, Learning Strategy, Instructional Design, Onboarding Framework Design, Leadership Development, Coaching, OKR Design & Tracking

Organisational Development: Culture Audit, Org Design, Performance Management, Operating Model Design, GDPR & Data Governance

Tools & Systems: Workday, HRIS, LMS (Workday Learning, Cornerstone), Asana, Notion, Tableau, SQL, MS Excel (Advanced), G-Suite, Lovable

Languages: English (Fluent — IELTS 8.5) • Hindi (Native) • Telugu (Native) • Tamil (Intermediate)

AWARDS & ACHIEVEMENTS

- IE Business School VentureLab Runner-Up, co-founded SoulTable, selected from 150+ startups (2025)
- Marathon Finisher, Barcelona and Madrid (2026)
- Electrolux Excellence Award for Most Effective Collaboration, AIESEC India x Egypt (2016–17)
- AIESEC MEA Excellence Award for Best National Office, International Internships (2017–18)