

CHANDRA KUSUMA

East Jakarta • +62 877 0984 4676 • chandrakusuma.email@gmail.com • linkedin.com/in/chandra-kusuma

PROFESSIONAL SUMMARY

Learning & Development (L&D) Lead with 6+ years of end-to-end experience across automotive, retail, and healthcare industries — managing national training operations for 400+ outlets, leading cross-functional teams, and delivering measurable business impact up to Director level. BNSP-certified with expertise in Training Needs Analysis (TNA), competency framework design, assessment center facilitation, manpower capability mapping, learning dashboard analytics, training Return on Investment (ROI) reporting, and Kirkpatrick Level 1–4 evaluation. Recognized as Best Trainer of the Year (2023) and Winner of Toyota Training of Trainers (ToT) Contest (2021).

KEY ACHIEVEMENTS

- Achieved IDR 60M+ cost savings through e-learning content authoring and Learning Management System (LMS) optimization — zero additional budget (Miniso, 2024)
- Won Toyota Training of Trainers (ToT) National Contest (2021) and served as Toyota Dealer Ambassador and National Event Speaker, representing Toyota Indonesia on a national platform
- Recognized as Best Trainer of the Year (2023) and Excellent Trainer (2025) — consistent high performance across multiple organizations
- Scaled Learning & Development (L&D) operations to 400+ outlets (Miniso & TopToy) nationally, supervising a team of 4 across 10 Learning Centers
- Built national learning dashboard via Feishu/Lark adopted by management for data-driven training decisions across branch, area, and regional levels

WORK EXPERIENCE

Lead Trainer — Learning Academy | FDC Dental Clinic

January 2026 – June 2026

- Conducted Training Needs Analysis (TNA) and designed blended learning programs for Head of Clinic (HOC) population across 70 clinic branches, aligning interventions to operational Key Performance Indicators (KPIs) and service excellence standards.
- Designed and led HOC Development Program — a structured performance improvement initiative incorporating senior HOC peer mentoring, Daily Management System (DMS) reporting, and Customer Journey Findings monitoring.
- Applied Kirkpatrick Level 3 & 4 evaluation and training Return on Investment (ROI) framework; reported behavioral impact and business outcomes to senior leadership.
- Leveraged full Google Workspace (Slides, Sheets, Drive, Forms, Docs, Meet, Gmail, Calendar) for content development, coordination, reporting, and stakeholder management.
- Partnered with Operations, Human Capital, and Regional Managers to align Learning & Development (L&D) roadmap with organizational capability and workforce strategy.

Training Specialist — Talent Development Center | Miniso Indonesia

June 2022 – December 2025

- Scaled national Learning & Development (L&D) operations across 400+ outlets (Miniso & TopToy) and 10 Learning Centers, leading a team of 4 — full cycle from Training Needs Analysis (TNA) to Kirkpatrick Level 3 & 4 evaluation and training Return on Investment (ROI) reporting to Directors.
- Conducted manpower capability mapping and gap analysis across 400+ outlets — visualizing capability deficits per branch, area, and region to prioritize and drive targeted training interventions.
- Built comprehensive learning dashboard (Feishu/Lark) tracking scores, completion rates, demographics, and submission rates per branch, area, and region — adopted by management for national-level training decisions.
- Designed and facilitated assessment center for talent promotion program — incorporating role play, case presentation, and structured assessor rubric to evaluate competency readiness for Staff-to-Supervisor and Supervisor-to-Area Manager transitions.
- Developed competency framework and leadership curricula for all organizational levels, including mindset transition programs for newly promoted leaders; authored facilitator guides, workbooks, and evaluation reports per batch.
- Saved IDR 60M+ through e-learning development and Learning Management System (LMS) optimization (Radnova Learning, Sunfish); drove Organizational Development (OD) interventions via cross-functional 5R and operational excellence programs with post-training compliance tracking.
- Managed all coordination, online delivery, and reporting via Feishu/Lark; maintained annual and monthly training calendars across all branches and vendors.

Awards: Excellent Trainer (2025) • Best Q1 Work Report (2025) • Dedicated Award (2024) • Best Trainer of the Year (2023)

HR Training & Learning Development Staff | Astrido Group (Toyota, Daihatsu, Isuzu Dealership)

November 2019 – March 2022

- Designed and delivered competency-based training programs for sales and customer service teams using Training Needs Analysis (TNA) methodology, supporting automotive manufacturing standards and performance consulting with branch management.
- Served as Toyota Dealer Ambassador and Learning Center Coordinator — representing Toyota Indonesia as a speaker at a national-level event (2021) and coordinating learning center operations across the dealership network.
- Applied Toyota Production System (TPS) principles — Kaizen, standardized work, continuous improvement — across onboarding, product knowledge, and technical skills programs.
- Won Toyota Training of Trainers (ToT) Contest (2021); delivered training Return on Investment (ROI) and effectiveness reports to management supporting data-driven capability decisions.

EDUCATION

Bachelor of Psychology (S.Psi.) — Universitas Negeri Jakarta • GPA: 3.63 / 4.00

2015 – 2019

Thesis: The Influence of Transformational Leadership on Employee Performance

SKILLS

Training & Development: ADDIE Model, Training Needs Analysis (TNA) / Learning Needs Analysis (LNA), Kirkpatrick Level 1–4, Training Return on Investment (ROI), Competency Framework Design, Assessment Center, Manpower Capability Mapping, Blended Learning, Talent Promotion Program, Performance Consulting, Organizational Development (OD) Intervention, 5R/Lean/Kaizen

Learning Analytics: Dashboard Design (Feishu/Lark), Capability Gap Visualization, Stakeholder Management, Data-Driven Decision Support

LMS & Platforms: Radnova Learning, Sunfish, Google Classroom, Feishu/Lark, Google Workspace, Learning Management System (LMS) Administration

Content & Tools: Canva, ChatGPT, Claude, Deepseek, NotebookLM, MS Excel (Advanced), PowerPoint, Word

Languages: Bahasa Indonesia (Native) • English (Professional Working Proficiency)

LICENSES & CERTIFICATIONS

- Human Resource Management Certification — BNSP National Professional Certification Board (2023)
- Human Resource Management Certification — PT Brantas Abipraya Persero (2023)
- Dealer Empowerment in Learning and Development — PT Toyota Astra Motor (2020)
- Professional Training Trainer Certification (ToT) — PT Toyota Astra Motor (2020)