

NIRMALA CHRISTYANINGSIH YUWONO

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Learning & Development professional with solid experience in end-to-end training management, including TNA, curriculum design, facilitation, and impact evaluation. Skilled in developing targeted learning solutions, coaching staff, and aligning programs with organizational needs. Analytical, communicative, and focused on delivering measurable capability improvement.

PROFESSIONAL EXPERIENCES

SEVEN RETAIL

Kebayoran Lama, Jakarta Selatan

Learning Development Staff

January 2026 – recent

- Delivered end-to-end training programs (onboarding, refresher, and pre-sales) to drive capability development and performance consistency
- Conducted Training Needs Analysis (TNA) through performance data, observations, and center visits to design targeted learning interventions
- Executed Performance Improvement Programs (PIP) with $\geq 75\%$ success rate in improving employee performance
- Developed competency-based training modules, assessments, and evaluation tools, achieving a 90% new joiner pass rate
- Collaborated cross-functionally to support business readiness and expansion, contributing to up to 80% sales growth

PT. DWI SARANA EDUKASI

Meruyung, Depok

Trainer

July 2025 – December 2025

- Developed and delivered training programs for 2 flagship learning programs, improving staff capability and standardizing quality across 6 branches
- Provided field coaching for 2-3 staff per branch, strengthening day-to-day operational execution and learning adoption
- Collaborated directly with the Director to enhance curriculum structure, refine training strategies, and solve field challenges to drive overall performance improvement

PT. DAEKYO INDONESIA

Pondok Cabe, Tangerang Selatan

Trainer

September 2021 – July 2025

- Managed end-to-end training delivery across 120+ branches nationwide, aligning learning outcomes with business and operational requirements
- Conducted TNA and post-training evaluations to measure competency gains in skill, service, marketing, and selling
- Strengthened staff capability through regular branch visits, field coaching, and hands-on problem solving
- Developed 10+ localized training modules and adapted 5+ Korea HQ modules, ensuring relevance and consistency across diverse regions

HR Recruitment

September 2021 – December 2023

- Managed full-cycle recruitment, including needs analysis, sourcing, assessments, and interviews for academic and operational roles
- Coordinated teacher hiring assessments (written test & microteaching) to ensure instructional quality standards were met
- Produced evaluation reports to support data-driven recruitment decisions for management

EDUCATION

UNIVERSITAS PENDIDIKAN INDONESIA

Bandung, Jawa Barat

Biology Education

2016 – 2020

- Graduated *cum laude* with a GPA of 3.67/4.00
- Laboratory assistant for several courses
- Speaking group teacher in English course

SKILLS

Training & Development	: Training Need Analysis, Curriculum Design, Training Facilitation, Program Evaluation
Operations & Consulting	: Field Operations, Problem Solving, Process Improvement, Project Management
Digital & Content	: Content Research, Campaign Planning, Creative Briefing, Content Production
Interpersonal	: Communication, Public Speaking, Team Leadership, Conflict Resolution, Teamwork
Tools	: MS Office (Excel, Word, Power Point, Teams), Outlook, Canva, Capcut

LANGUAGES

- Indonesian (Native)
- English (Advanced – C1)

CERTIFICATION

- Certified Trainer BNSP – Level 4
- EF Set English Certificate C1 Advanced – score: 61/100
- Certified Secure Computer User (CSCU) – score: 87/100