

Susmita Banerjee

Learning Experience Strategist | Learning Academy and Curriculum Developer | AI Learning Strategist
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Professional Summary

Learning Experience Designer with expertise in creating scalable, compliant, and user-centered training programs for global audiences in highly regulated environments. Skilled at transforming complex systems, policy, and workflow requirements into clear, reusable learning assets that drive adoption and performance. Strong collaborator with SMEs, product owners, and legal/compliance partners to ensure accuracy, consistency, and seamless delivery. Experienced in content governance, structured content development, and AI-enabled automation to accelerate production and improve learner engagement.

Selected Work & Impact

Vice President - Training and Communications | Citi Sep 2014 - Dec 2025

Designed and executed large-scale training strategies for global transformations in Compliance, Risk, and Data Operations. Led content development, SME collaboration, and multi-step review processes to support regulated, audit-ready environments.

- Designed learning solutions for the Risk & Controls Learning Academy, supporting 10,000+ employees, ensuring accuracy, clarity, and compliance.
- Delivered role-based training pathways for a new AML/KYC Program used by 50,000+ global employees, resulting in 98% readiness and regulatory compliance.
- Built content governance standards & templated learning assets, improving content consistency and reducing update time.
- Created analytics dashboards to track engagement, completion, and key risk indicators.
- Used AI-driven tools to generate content drafts, personalize learner recommendations, and reduce development time.
- Led the training strategy for the Transformation Program, enabling 15,000+ employees to adopt new methodologies with accessible, plain-language content.
- Developed a structured onboarding pathway for mid-senior managers via Degreed, reducing redundant learning hours.
- Designed intuitive SharePoint learning portals that streamlined content access and increased efficiency by 40%.
- Automated the matching process for leadership development programs using Python, reducing manual review time by several days.

Assistant Vice President - Instructional Design | Citi Oct 2009 - Jun 2014

Led instructional design for high-stakes product rollouts and complex system workflows for external and internal clients.

- Produced interactive training for transactional and reporting products, enabling client-facing and operational teams to use tools and processes quickly.
- Built scenario-based and technical simulations that improved proficiency and user confidence across diverse audiences.
- Collaborated with product, technology, and compliance stakeholders to align learning content with system functionality and release cycles.

Founder & UX Designer | ProCogs Sep 2006 – Aug 2023

Established a small consultancy focused on UX, content design, and analytics.

- Designed CMS integrations to improve content tracking, workflow visibility, and engagement.

Core Skills

- **Learning Strategy & Design:** ADDIE • Storyboarding • Scenario-based Learning • Microlearning • Video & Digital Asset Development • Accessible Learning • Gamification • Adult Learning
- **Content Development & Governance:** Content Standards • Release-Driven Updates • Version Control • SME Collaboration • Quality Assurance • Training Strategy • Training Governance
- **Data & Analytics:** Python • SQL • Tableau • Data Visualization • Metrics & Impact Analysis
- **Tools & Platforms:** Articulate 360 (Storyline, Rise, Replay) • Degreed • Vyond • Camtasia • Dominknow • SharePoint • Adobe Creative Cloud (Photoshop, Premiere Pro, Captivate, Illustrator) • AI Tools • Confluence • JIRA
- **Technical Writing:** System Workflows • Process Documentation • API Documentation

Education & Certifications

- *M.S. in Professional & Technical Communication - New Jersey Institute of Technology*
- *B.S. in Computer Science - University of Alaska Anchorage*
- *Certificate: Data Science with SQL and Tableau - Cornell University*