



BELENE GRAHAM

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SUMMARY

Results-driven Learning & Development and Human Capital professional experienced in developing and implementing talent and workforce development strategies that enhance organizational capability and leadership effectiveness. Delivered measurable improvements in business performance by leading high-performing teams and managing large-scale programs and budgets with a collaborative approach. Committed to fostering continuous learning and driving sustainable success through talent development.

SKILLS

- Program Management
- Training Needs Analysis
- Curriculum Design and Development
- Instructional Design (ADDIE)
- Leadership Development
- Facilitation and Training Delivery
- Coaching and Mentoring
- Talent Management and Succession Planning
- Project Management (PRINCE2 Practitioner)
- Recruitment & Workforce Development
- Employee & Industrial Relations
- Budget Management & Cost Control
- Governance, Compliance & Risk Management
- Stakeholder Engagement & Relationship Management
- Business Intelligence & ROI Analysis
- Microsoft Office Suite & SharePoint
- Continuous Improvement & Operational Excellence

EXPERIENCE

Learning and Development Consultant / Royal Caribbean

01/2024 - 09/2025

- **Strategic Learning & Business Alignment:** Partnered with executive leadership, stakeholders, and HR teams to align learning initiatives with business goals and performance objectives.
- **Leadership Development & Succession Planning:** Facilitated leadership programs, talent reviews, and succession planning to strengthen organizational capability and future leadership pipelines.
- **Learning Culture Development:** Fostered a culture of continuous learning that enhanced employee development, leadership effectiveness, and business performance.
- **Customized Learning Solutions & Coaching:** Designed targeted learning programs and provided coaching to improve leadership skills, collaboration, and team effectiveness.

Learning and Development Business Partner / Complementary Brands (Retail)Shoprite Group

11/2021 - 01/2024

- **Learning Strategy & Curriculum Development:** Led the design, development, evaluation, and implementation of learning solutions, training plans, and curricula across RSA and non-RSA operations.
- **Business Partnership & Training Needs Analysis:** Collaborated with People Partners and Divisional Training Delivery Partners to identify training needs and deliver learning solutions aligned with business objectives.
- **Team Leadership & Culture Development:** Managed a team of Curriculum and Instructional Designers, fostering an innovative, high-performance, and employee-centric culture.
- **Program Governance & Operational Excellence:** Oversaw learning portfolio budgets, ensured compliance with governance frameworks, facilitated onboarding and team performance programs, and managed large-scale training initiatives supporting business transformation.

Project Delivery Manager / YES4Youth and Retail Readiness Program (Retail) Shoprite Group

10/2018 - 10/2021

- **Program Leadership & Delivery:** Led the successful delivery of the YES4Youth and Retail Readiness programs, managing a team of 12 Divisional Training Delivery Partners and ensuring achievement of recruitment and learning objectives.
- **Project Planning & Stakeholder Management:** Partnered with key stakeholders to define program goals, timelines, budgets, scope, and business requirements, ensuring alignment with organizational priorities.
- **Financial & Risk Management:** Managed program budgets of R160M, optimized resource allocation, mitigated risks, and ensured compliance with governance frameworks, policies, and legislative requirements.
- **Business Impact & Continuous Improvement:** Drove program performance through effective monitoring, reporting, and process improvements, contributing to annual tax rebates exceeding R15M and improved B-BBEE ratings for the organization.

Microsoft Student2Business Program / Project Manager (Information Technology) Microsoft South Africa

02/2015 - 09/2018

- **Program Development & Leadership:** Established and managed the Microsoft Student2Business Program across multiple provinces, supporting the development of 200–300 graduates annually.
- **Stakeholder Engagement & Workforce Alignment:** Conducted market research to identify skills gaps and collaborated with industry partners to align training initiatives with workforce demands.
- **Training Strategy & Project Management:** Developed training strategies, project plans, and delivery frameworks in partnership with Microsoft Partner organizations to ensure successful program execution.
- **Budget, Compliance & Participant Success:** Oversaw budgets, risk management, compliance, and performance reporting while mentoring interns and coordinating induction and graduation programs.

Senior Learning Manager (Banking) / African Bank

09/2012 - 02/2015

- **Learning & Development Leadership:** Led management training and development initiatives across two regions, managing a team of five Training Facilitators to support organizational capability and performance.
- **Training Strategy & Workforce Development:** Conducted training needs analyses and developed learning strategies, programs, and plans aligned with business objectives and leadership development priorities.
- **Talent Management & Leadership Development:** Supported talent management and succession planning initiatives while providing coaching and mentoring to enhance leadership effectiveness and employee growth.

Learning Consultant Content Development / Instruct / Standard Bank

02/2012 - 08/2012

- **Instructional Design & Content Development:** Managed the end-to-end learning development lifecycle using the ADDIE methodology, ensuring alignment with business objectives and operational requirements.
- **Learning Solution Design:** Designed and developed engaging learning materials and training solutions that supported employee capability development and business performance.
- **Stakeholder Partnership:** Collaborated with business stakeholders to identify learning needs, provide project updates, and ensure training solutions addressed evolving business priorities.

National Training and HR Manager (IT and Learning) / Virtus Training Solutions

09/2010 - 06/2012

- **Training Project Leadership:** Led the delivery of large-scale IT and learning projects for the State Information Technology Agency and major government departments, managing a team of six professionals.
- **Learning Strategy & Needs Analysis:** Conducted training needs assessments and developed learning strategies aligned with organizational goals and workforce requirements.
- **Content Development & Quality Assurance:** Oversaw the review, development, and enhancement of training content to ensure relevance, quality, and effective knowledge transfer.

Training and HR Manager (IT and Learning Projects) / Human Capital Innovation (Previously Sizwe Africa IT Learning) 01/2005 - 08/2010

- **Training Project Management:** Led the implementation and delivery of IT and learning projects for SITA and various government departments, ensuring successful execution against project objectives.
- **Learning Strategy & Instructional Design:** Developed learning strategies, instructional materials, and training solutions that addressed organizational and workforce development needs.
- **Operational & Financial Management:** Managed project administration, budgets, planning, scheduling, and resource coordination to ensure efficient program delivery.

Correctional Officer / (Various positions) (Government) Department of Correctional Services 12/1993 - 12/2004

- **Employee & Industrial Relations:** Managed employee relations matters, fostering workplace harmony and ensuring compliance with policies while resolving personnel issues.
- **Operations & Team Leadership:** Supervised team of four in Regional Commissioner's Office, enhancing operational efficiency and supporting critical administrative functions.
- **Communications Management:** Coordinated internal communication initiatives, aligning departmental efforts with organizational objectives and facilitating effective information sharing.

EDUCATION

Diploma: Personnel Management, Training Management, And Ind 1993

The Institute for Administration and Commerce

CERTIFICATIONS & TRAINING

- Microsoft Certified Professional (2001), Desktop Support Technician MCDST (2004)
- Microsoft Certified Trainer (2005)
- International Computer Driving Licence (ICDL) ICDL Foundation (2006)
- FAIS (Financial Advisory and Intermediary Services)
- Train the Trainer Training (2014)
- Prince2 Practitioner Torque IT (2016)
- Prince2 Agile Impactful Solutions (Current)
- Agile HR Explorer (2023)
- Certified HR Business Partner (2024)