Yuliya Ivanova

Head of learning department / L&D business partner

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ABOUT ME



L&D Business Partner with 10 years of experience in international companies (FMCG, luxury retail, wholesale) and educational consulting.

Build learning strategies aligned with functional business priorities, launch manager development programs from scratch and scale them through internal trainers.
Deliver blended learning with a strong focus on practice: case studies, role plays and masterminds.
For me, effective learning goes beyond transferring theory: it shifts mindsets and builds real skills that people apply on the job.

COMPETENCIES

- Learning Strategy
- Instructional Design (ADDIE, TNA, LXD)
- LMS, Miro/Holst
- Project Management
- Trainer Team Development
- Facilitation
- Emotional Intelligence
- Communication Skills
- Public Speaking

EXPERIENCE

MULTON PARTNERS (ex-Coca-Cola) **July 2025 – now**
https://multonpartners.ru/

Learning partner

- Shaped learning strategy based on assessment center results and IDPs
- Developed leadership capabilities across the organization
- Refreshed content and visual identity of learning programs
- Delivered trainings, workshops, facilitated sessions and team sessions at the request of business functions
- Built training delivery skills within the Functional Capability team

Key achivements

- Built partnerships with key stakeholders
- Designed and launched the first leadership program for the Supply Chain function, closing a long-standing gap in manager development: 250 managers completed the program, NPS 96
- Developed training delivery skills of 5 Functional Capability trainers, enabling the leadership program to be cascaded to 10 plants
- Fully refreshed and rebranded the flagship program, converting it to a blended learning format with video lessons, e-learning courses, senior executive interviews and follow-up practice sessions; NPS 100
- Designed and facilitated 20+ strategic and cross-functional team sessions supporting organizational development and change initiatives
- Annual performance rating: “Ahead”

IKRA + project-based **May 2024 – now**
https://ikraikra.ru/

Curator, Trainer, Facilitator

- Facilitated strategic, creative and team sessions, online and in person, for a range of clients
- Built partnerships with clients and teams during engagements
- Co-delivered an open facilitation course

Key Achievements

- Facilitated 30+ sessions for companies including Yandex, Sber, ITMS, Tatneft, Saint-Gobain, Flowwow, Chernogolovka, Prosveshcheniye Publishing, Polyus and others
- Delivered leadership programs for Yandex Verticals managers (management cycle, feedback, motivation); average participant rating 9.4/10

CHANEL **September 2021 – May 2024**
https://www.chanel.com/ru/

Learning & Development Manager / Acting Head of Learning & Development

- Planned learning strategy for the Commercial Department in Russia and CIS
- Managed a team of 5 trainers responsible for content development and delivery
- Launched an annual blended learning program developing hard and soft skills for 3 target audiences
- Delivered soft skills trainings on customer centricity, effective communication, emotional intelligence, field coaching, storytelling and public speaking
- Organized annual learning conventions (Russia, Kazakhstan, Georgia)
- Planned and managed the annual L&D budget
- Participated in international strategy sessions

Key Achievements

- Introduced a long-term competency development approach built on practical tools: pre-work assignments, case studies and role plays
- 230 employees successfully completed the annual learning program and confirmed their qualification
- Adapted the global customer centricity program, then designed local trainings and cascaded them to international markets
- Launched the CHANEL Essentials online school from scratch, with participation of the company's senior leadership
- Annual performance rating: "Above expectations"

Metro Cash&Carry **October 2017 – August 2021**
https://metro-cc.ru/

Learning & Development Manager

- Managed learning for 700 head office employees
- Designed and delivered local learning programs
- Delivered trainings on leadership, change management and public speaking
- Supported managers in conducting workshops

Key Achievements

- Launched the Performance Management online school from scratch for 300 managers and 4,000 employees
- Launched the Best Buying School professional development program for 120 Procurement Directorate
- Introduced a stress management program for the HR Department
- Designed an onboarding training for new employees, supported by an e-learning course
- Annual performance rating: "Exceeding"

UNIUM **June 2013 – October 2017**

https://unium.ru/

Instructor, "Leadership Technologies" course

EDUCATION

Pushkin Leningrad State University **September 2008 – June 2013**
Specialist Degree in Psychology

PROFESSIONAL DEVELOPMENT

The Ken Blanchard Companies **2025**
"Situational leadership SLII®"

INSUNRISE Psychometrix Inc. **2025**
"DISC Behavioral Analysis Expert"

ICF COACH EDUCATION **2025**
"Coaching Approach in Group Work"

IMPER GROUP **2025**
"Facilitation" (Advanced Level)

IKRA **2024**
"Group Facilitation"

Training Boutique **2020**
"Digital Trainer: Online Program Architecture"

LANGUAGES

English (B2), experience delivering trainings and presentations in English

STRENGTHS & INTERESTS

- Strategic thinking: able to translate business goals into learning strategy
- Strong people management skills with a genuine focus on unlocking employee potential and building professional capabilities
- Highly self-organized, with a structured approach to work
- Confident speaker, comfortable presenting to audiences of 100+, including senior executives
- Outside work: exploring and creating contemporary art, practicing yoga and traveling