

## BRAJESH KUMAR PORWAL

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To ensure that the product or service an organization provides is appropriate for purpose, is consistent and meets both external and internal requirements and seeking Projects in Process Management/ Operations/ Customer Relationship Management with a growth oriented organization of repute.

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- ⇒ A results-oriented professional with proven success of around **3 years** of rich & qualitative experience in Sales, Dealers and Distribution Channel Management, Retention department with Client Servicing to the existing customer post Sales, process management, team management, Business Excellence team with deep dive of the Project Managements to increase the overall process capability of the organization.
- ⇒ Strong domain knowledge and experience in Financial & Sales.
- ⇒ Currently associated with **Capitalvia Global Research Ltd.**, as an **Assistant Manager** leading Recruitment, Training and Development, Quality, Business Development Team, and Client Service Group at Ahmedabad Branch.
- ⇒ Had undergone much corporate training in CapitalVia Global Research Limited (Project Management, Green Belt Training & Quality Orientation Programs etc.)
- ⇒ Proficient at managing & leading teams for running successful process operations & service standards for Business Excellence.
- ⇒ A detailed and proficient along with proactive attitude, capable of thinking in and out of the box, generating new design solutions and ideas which in turn benefits the organization to seek their Short Term and Long Term goals.
- ⇒ Possess excellent interpersonal, communication and organizational skills with proven abilities in team management, customer relationship management and planning.
- ⇒ Six-Sigma oriented Green Belt Trained and actively participated in two projects (Project Pariwartan and Project Samriddhi).

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### Professional Experience:

Organization: - JK Seeds Limited (JK Organization).  
Designation: - Sales Officer  
Location:-Head Quarter: Ahmedabad  
Department:-Sales  
Tenure:-Feb 2011 to Aug 2011.

Organization:-CapitalVia Global Research Limited

Location	Tenure	Department	Designation
Indore	26th Sep'11-15th Sep'13	CSG	Proposed Assistant Manager
Bangalore	16th Sep'13-31st Jan'14	BD & CSG	Assistant Manager
Ahmedabad	1st Feb-till date	BD	Assistant Manager

## **Proficiency Forte**

### **Recruitment / Training & Development -**

- Recruitment and Talent acquisition for the Branch
- Plan, organize, and direct a wide range of training activities.
- Conduct orientation sessions and arrange on-the-job training for new employees
- Daily/ Weekly/ Monthly Review with the Vertical Head on the challenges and achievements

### **Quality Management:**

- Supervise Quality Audits to ensure that the quality systems are being applied consistently and effectively, identify corrective actions along with coaching & feedback to all the productive and non-productive resources.
- To ensure the motivation and visibility of Excellence in grass root level people in the industry & to derive a number of incentive programs & contest for them.
- Involved with the management & with the departments to conduct survey- to identify training needs based on the projected service improvements, skill development, changes and other factors.
- Identify the organization & individual training needs.
- Analyze training needs to develop new training programs or modify and improve existing programs
- Present the improvement results to the top management
- Analyze processes from the end customers view point (Internal & External)
- Ensure that high quality programs and processes are implemented in a way that is easy to use for other employees in the organization
- Always be up-to-date of latest news and guidelines related to Processes

### **Operations Management:-**

- Drawing planners as per the Set targets and goals for the process to maintain the CTQ, and CTP targets for the process.
- Undertaking responsibilities of creating awareness of the procedures that is important in process for efficient functioning.
- Ensuring uniformity in the process understanding at the client's and the organization's end.
- Assessing customer feedback, evaluating areas of improvements & providing critical feedback

### **Client Servicing:-**

- Identifying improvement areas & implementing measures to maximize customer satisfaction levels.
- Taking escalations for resolving critical issues; ensuring CTQ Delivery & Business Continuity.
- Ensuring continuous interaction with the client to make sure that area of concern can be worked upon for improved service levels

### **Team Management:-**

- Interacting with support functions for tracking the status of Customers requests and routine production, etc.
- Managing & monitoring the performance of teams, maintaining Statistics to ensure efficiency in process operations and meeting of individual & group targets.
- Determining training needs of employees; conducting suitable training programs to enhance their operational efficiency leading to increase efficiency
- Motivate, develop, counsel and appraise team members so that their individual and team performance is of the required standard and meets present and future needs of the business
- Handling escalation calls, call drops, client call backs and day-to-day activities
- Meet up regularly with other departments Quality team, Employee Engagement team, HR, Training teams etc., to get the best of them for process
- Handling Team of Business Analysts- Business Development and Client Service Group who trades in the market based on the recommendations provided by our Research team
- Keep a track on Daily productivity & monitoring targets, schedule adherence, punctuality.
- Have taken many initiatives to bring the concepts and ideas into the process for the improvement of the loop-holes -
  - Smile Concept
  - Intra-team competitions
  - Retention Tool
  - Drill down of the actual clients Vs expected clients
  - Publishing dash-boards of the analysis on the day-to-day performance
  - Employee Profiling
  - TAB

### **People Management:**

- Motivate, develop, counsel and appraise team members so that their individual and team performance is of the required standard and meets present and future needs of the business
- Engage the whole team in promoting and developing a high performance culture
- Handling escalation calls, client call backs, analysis of call flow and day-to-day activities
- To control and plan absenteeism, attrition team wise thus leading to the process level
- Meet up regularly with other departments Quality team, Employee Engagement team, HR, Training teams etc., to get the best of them for process

### **Accomplishments:-**

- By the keen observation have added few values to the process which has shown great improvement.
- Reduced absenteeism and attrition in double digit in training period with engagement and few other initiatives.
- In the overall tenure of 2 years 3 Months in CapitalVia, I have taken 5 Promotions in the Organization

- Have been awarded as the 'Achiever of the Month' by Associated Vice President in the month of Jan'13, Indore (Madhya Pradesh)
- Have been awarded as the 'Manager of the Month' by 'Associated Vice President-CSG Department' in the month of Aug'13, Indore (Madhya Pradesh)
- Have been awarded as the 'Manager of the Month' by 'Business Unit Head' and 'HR' for the month of Oct'13, Bangalore (Karnataka)
- Have been awarded by the 'Service Award' for 2 years completion by the 'COO' in the month of Oct'13, Bangalore (Karnataka)

#### **Projects/Skills & Expertise:**

- Yellow Belt Training
- 7 QC Tools
- Team Leader Development Program.
- Green Belt Training
- Conflict Management
- Change Management
- Project Management
- Stress Management
- Excel
- Time Management
- Team Building
- Performance Management
- Accomplishment of Green Belt Projects using Six Sigma Methodology

#### **Professional Course / Training Program and Certifications:**

##### **Major Training**

Organization : South Eastern Coalfields Limited Bilaspur (CG).  
 Department : Finance Department.  
 Duration : 45 Days.  
 Project Title : Working Capital Management.

##### **Minor Training**

Organization : Future Group e-zone, Indore.  
 Department : Store Management.  
 Duration : 7 Days.

#### **Certifications:-**

- NCFM Capital Market (Dealers) Module.
- IRDA Insurance Advisor (ICICI Prudential).

#### **Project Undertaken:-**

**Project Title:** - Project Samriddhi  
**Client:** CapitalVia Global Research Limited  
**Employment Type:** Full-Time

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**Duration:** Apr'13 - Jul'13  
**Project Location:** Indore  
**Site:-Onsite**  
**Role:** Project Leader  
**Team Size:** 5  
**Skill Used:** Team Management, Brainstorming, Risk and Reward  
**Role Description:** Leading the Project  
**Project Details:** Increasing the revenue of the NCDEX Segment across the CSG Department.

**Project Title:** - Project Pariwartan  
**Client:** CapitalVia Global Research Limited  
**Employment Type:** Full-Time  
**Duration:** Apr'13 - Jul'13  
**Project Location:** Indore  
**Site:-Onsite**  
**Role:** Project SPOC  
**Team Size:** 5  
**Skill Used:** Team Management,  
**Role Description:** Leading the Project  
**Project Details:** Increasing the revenue of the NCDEX Segment across the CSG Department.

- Analysis of annual report:
  - Century Enka Limited.
  - Reliance Industries Limited.
  - Marketing Strategy of "BOOST" Energy drink.
- Business Plan:
  - Pavers Making Unit.
- Advertising agency, target is Maruti Omni city van Indore.

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#### Academic Profile:

- Post- graduate in MBA in Finance and PGP Dual (Finance/Marketing) with **75.38%** from Indore Indira School of Career Studies, Indore
- Graduation B.Com Computer Application with **69.20%** from Vikram University Ujjain
- Have been awarded '**Gold-Medal**' by the Committee after completion of **B.Com**
- Senior School (12th) with **74%** from Saraswati Vidhya Mandir Manasa
- Secondary School (10th) with **76.66%** from Saraswati Vidhya Mandir Manasa

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#### Personal Information:

Fathers Name : Mr. Krishna Ballabh Porwal  
Date of Birth : 8<sup>th</sup> Jun 1987  
Languages Known : English and Hindi

\*References provided on request.