



# RISHABH BHARGAVA

rishabhthetrainer@gmail.com

Contact: +918291641983

## PROFESSIONAL SUMMARY

Core Competencies:

L&D, OD, Culture, Content Development, LMS, Cross Functional Management, Image Consulting.

Expertise in managing the development of Learning Academies, Digital Training, COE, Sellout, Secondary Sales, Business Profitability, Vendor Management.

Ex Organizations:

Reliance Industries Limited, Tupperware, LG, Samsung, J P Morgan Chase, Tech Mahindra, Wipro.

Industries:

Aviation, Consumer Durables, After Sales Service, Retail, Direct Selling, Entrepreneurship, BPO, Contact Centre, Banking, Credit Cards.

## EXPERIENCE

**Learning & Development and OD**  
**HeliosAdvisory | Navi Mumbai, India**

July 2021 - Current

- Strategic Training Modules creation for Branding and marketing of EWS / LIG type dwelling units with development of commercial area spread across various locations in and around Navi Mumbai.
- Led the Content team to design and develop SCORM compliant e-learning
- Develop storyboards and scripts for e-learning and virtual live training
- Upload and configure e-learning content into learning management system
- Integrates emerging instructional methods and technologies into e-learning
- Managing the Learning Management System (LMS)
- Coordinating with branches for any troubleshooting on LMS
- Updating of the Training Management System
- Comprehensive end to end professional advisory and support services, for marketing and branding services and the sale of CIDCO proposed housing under PMAY project throughout the project schedule
- Create a Digital & Instructor led learning module on scope of marketing, branding and sale as per CIDCO-PMAY and Maha RERA requirements and the applicable norms
- Prepare a scheme booklet including the background information of the project, Location information, Scheme details, Pricing mechanism, Payment terms & conditions for cancellation / refund along with schedule

- Seek approval on the scheme booklet from Planning, Engineering, Legal, Accounts & Marketing
- Formulate guidelines on 'Customer Experience' across physical and digital touch- points
- Customer experience has to be seamless and smooth
- Prepare and submit recommendations to CIDCO with proper analysis and sign-off on strategy for the launch for CIDCO approvals
- Arrive at a right marketing mix to maximize reach and impact
- Setup and operationalize the Grievance Portal:
- Setup and operationalize the Website: Setup and operationalize the Mobile App:
- Banking partners to be empaneled to ensure all segments of eligible customers can be serviced and satisfied
- Prepare weekly, monthly, quarterly and yearly reports on Training performance and sales
- Customer lifecycle management / customer relationship management
- Develop marketing and sales Content for the company – geography, vertical, service specific
- Train and develop teams from Sales, Marketing, PR and Bank Linkages to meet and exceed product training targets
- Work with managers to determine training needs
- Conduct seminars, workshops, individual training sessions etc
- Prepare educational material such as module summaries, videos etc
- Support and mentor newemployees
- Plan and schedule training sessions
- Design and implement trainingprograms
- Track and keep employee attendance
- Manage training budgets
- Monitor and present employee performance

**Founder & CEO**

December 2019 - June 2021

**KESARI | Navi Mumbai, India**

- I established the retail operations of this brand in 2019 with the mission of spreading flavors for the Global Indian & Transferred the Proprietorship, Operations & Management rights in Dec 2021.
- We were supported with a strong manufacturing Plant producing over 500 varieties of Sweets, Savories and confectionaries
- Vision: To keep the heritage of Indian cuisine alive & keep reinventing fusions with existing bestsellers
- Built and led diverse executive team to foster company mission and objectives.
- Established clear mission and organizational vision as part of overall business plan.
- Oversaw initial business planning, funding, and employee recruitment.
- Handled dynamic conditions by adapting strategies to drive continuous progress and sustain revenue goals.
- Maintained real-time understanding of business operations by establishing and monitoring KPIs.
- Managed business finances, keeping operations on sound financial footing with careful supervision.
- Kept costs low at startup to dampen burn rate of initial investment funding.

- Capitalized on market gaps with creative concepts and innovative approaches.
- Transformed internal structure to meet changing operational demands.
- Boosted company profile, smoothly interviewing with media professionals, attending conferences and giving polished speeches.
- Served as liaisons between organizations, shareholders, and outside organizations.
- Enhanced department functionality with forward-thinking recommendations based on in-depth reviews of current strategies.
- Minimized employee turnover and human resources costs through proactive approaches and careful management.
- Organized and approved promotional campaigns.
- Improved organizational efficiency with clear responsibilities, policies and cross-functional procedures.
- Directed and coordinated activities of businesses involved with buying or selling investment products or financial services.

#### **AGM - L&D - ResQ Business**

April 2018 - November 2019

**Reliance Industries Limited | Navi Mumbai, India**

- Transform & Revamp L&D Program
- Designed New Engineer Onboarding program for resQ - Business in alignment with L&D & Business Head
- Ideation to implement the AR technology in Training Content with the help of Vendors (initiated by Hydrocarbon)
- Created a Blended approach of Training for Service Engineers (PAN INDIA)
- Business Coach to all the Stake Holders i.e., Service Business Partners for all models
  - TNA across the format
  - Net Promoter Scores and Sales Training,
  - Organizational Development related Training Deliveries for Home Office
  - On boarding & Certification programs for New Engineers and Support Function staff
  - Contact Center training and mentoring Quality Coach
  - Manpower Forecast and Batch planning
  - Video Based E Learning Modules on learning management System
  - Ecommerce Business & its Contact Center Training
  - Capacity building for CCC Engineers (Customer Care Central Executive)
  - HVAC Trainings for Residential & Commercial
  - Trainings for Security & Loss prevention Team
  - Apple, I Store Engineers trainings
- Trainings for Distributor's Manpower
  - Private Label and all external Brands Training across all formats
  - Leadership Training & Coaching
  - Training for Products & Processes on System & Process, SAP, CRM for all formats
  - Customize the Content to improve the Business
  - Special Projects & Plans including the National Budgets
  - New Employ Orientation every two weeks for internal hires
  - Training Development by working with Business Head.
  - Coach Leaders within the system for approximately 36 verticals like HR, Parts Management, Vendor

Management, New Store Opening, Commercial etc.

- Work on empowering Internal & External employees for activities like Re certification of existing employees
- Research for identifying best resources for the organization including vendors, outsourcing, in house etc.
- Write Policies, Newsletters, Communication for Business Leaders
- Content Development and E Learning Modules Creation
- Employ Satisfaction surveys
- Data Analysis for Measurement of success and customer satisfaction via NPS & Litmus
- Designed National Calendar based on Monthly, Quarterly and Annual priorities looping unique and non-unique audience on various agendas and achieving the originations Big Goal.
- Training & Certification Revamped for all employees
- Training labs and Academy for Continuous learning and certification
- Use Augmented Reality as a platform to train and service
- Remote Technical Support for products claim under warranty
- Redesigned the Extended Warranty & Accessory Sales Strategy
- Process Manual Training across the Nation for all the Business Partners
- Execute the R & R programs and Cadre building Programs for all verticals in resQ
- Conduct TTT for all the Trainers as per business need
- End to End responsibility for Company Owned Company operated Service Center Trainings
- Train on high value and Revenue building models for extended warranty

#### **Lead - Capability Development**

June 2016 - December 2017

**Tupperware India Pvt Ltd | Mumbai, India**

- Conduct TTT for all Distributors and Regionals as per business need
- Aligning training program with Tupperware Brand's vision for 2020 across regions providing complete leadership development training services across West Region which includes:
- Polishing and building the right skill set for sales & marketing team to infiltrate leadership qualities by delivering the training programs
- Developing business skills and innovation through exercises, activities, and practical application of the same amongst the sales leaders; designing and customizing content for delivery specific to country
- Hosting the I ROAR (Recruit-Onboard-Activate-Retain) program for the sales force through various training interventions
- Educating sales force on key skills like selling & soft skills by imparting various training on modules like Consultant University, Manager University and so on; preparing them for the next level
- Creating and establishing innovative modules on the new sales platforms/ new products & launch and cascading the same to the respective teams; driving productivity through personal field visits and refreshers
- Training sales teams and sales force on all the product categories through interesting and innovative product workshops
- Developing and leading module for special clubs/ events like GSG, summer celebration, jubilee, RLC, DB and conference
- Managing different trainings/courses/materials to ensure the timely effective implementation of all planned activities; designing programs & corresponding training materials (training videos & other collaterals), based on business needs

- Administrating the life cycle of existing programs which included planning, customizing, coordinating, and organizing training programs; reviewing & modifying existing programs based on feedback
- Enhancing the skills of regional team members & distributors deliver effective trainings by developing & conducting various TTT sessions, developing new Tupperware Consultant University for distributors
- Planning, developing and delivering zonal field force training programs for direct sales staff designated as Executive Managers (Leadership Pipeline); designing training programs related to leadership, sales and communications skills for Executive Managers and revamping the existing sales training modules Assessing Executive Managers', Group Managers' and Team Leaders' KPI progress quarterly; training and working closely on Area Mapping & Area Penetration project; managing TTT for regional staff & distributors and their respective certification

#### **Training Manager**

March 2015 - June 2016

**L G Electronics India Limited | Mumbai, India**

- Effective Training in the entire Region including all stake holders and business leaders.
- Content Development for new product line up and corporate training
- Plan training calendars for region monthly for all the Trainers
- Ensure 100% execution of all training
- Successful VIP visits in the Region
- Correct Display, Plano grams, Right Accessories in the stores with correct Content
- Taught instructors how to engage training participants and improve learning.
- Right Hiring and minimal attrition
- Successful Media Launches of Consumer Electronics throughout the Region
- Dealer Meetings and Sales Training for Distributors
- Power Training for Classroom Trainer, Store Managers, Field Trainers and Team Leaders
- Induction for New Hire trainees, Team Leaders, Classroom Trainers, Field Trainer & Promoters
- Training for Dealers, Distributors, Sales Team, Modern Retail
- Key/Top 20 Regional Retailers, Priority Partners and Product Consultants Training
- 100% Execution of Online Test every month for entire Maharashtra and Goa
- Acquiring the best use of Resources and reduce any extra cost
- Making PIP for non-achievers and experimenting
- Deliver min 90% of the Total Sell out of the Consumer Electronics Biz
- Training execution: Contractual (Including TTT) & BO sales
- Reporting the Weekly PJP & Market update, delivering - Counter Share, Display Share and Customer Experience
- Increase sell-out extraction, SSE Development & Grooming. Product Sales Talkcustomization
- Head a Team of Trainers across West India.
- Maximized success of each training initiative by creating or selecting effective training materials utilizing varying instructional approaches.
- Optimized training programs with retrospective evaluations of training course success combined with employee and instructor feedback.

- Identified training needs by developing and implementing needs assessments.
- Onboarded, trained, and oversaw instructors handling classroom and on-the-job training.
- Planned, organized, and managed supplies for employee development and training events.
- Kept programs in alignment with current company training demands by regularly assessing employees and business objectives.
- Educated employees using classroom training, demonstrations and on-the-job training.
- Onboarded new hires effectively through orientations and comprehensive training.
- Met training needs by developing and improving training strategies to meet changing demands.
- Prepared candidates for high-demand technical jobs by coordinating effective apprenticeship programs.
- Motivated exceptional performance from team members, empowering staff to handle problems and seek out opportunities for improvement.

November 2014 - March 2015

#### **Senior Manager**

**SCORG International Pvt Ltd | Mumbai, India**

- Enhanced area operations with new and updated operational strategies.
- Identified opportunities by proactively working with cross-functional teams.
- Steered organizational activities with expert knowledge of business operations, market trends, and competitor activities.
- Identified synergistic opportunities for relationships with industry partners.
- Scoped and oversaw both qualitative and quantitative research.
- Spearheaded personnel management activities, including accountability, performance management, and discipline.
- Monitored customer satisfaction through KPIs from managed teams, feedback from operations teams or direct communication from customer and prioritized service-related issues for swift resolution.
- Detected and helped fill market gaps with proactive approach to resource allocation.
- Created specific and integrated strategies by partnering with peers.
- Built and motivated strong teams consistently delivering high profits.
- Communicated operational and directive goals to help staff meet sales plans.
- Scheduled employees for coverage across multiple shifts and days.
- Created, improved, and implemented policies governing personnel management.
- Resolved escalated customer complaints and requests.
- Devised strategic merchandising plans to achieve revenue targets.

#### **Assistant Manager**

May 2011 - November 2014

**Samsung Data Systems India Pvt Ltd | Mumbai, India**

- Head a Team of 25 Trainers across West India which includes 10 Route Trainers, 15 Branch Trainers
- Effective Training in the entire Region including the Top Management and National Heads including EXPAT
- Content Development for new product line up and corporate training
- Plan training calendars for region monthly for all the Trainers
- Ensure 100% execution of all training
- Successful VIP visits in the Region

- Correct Display, Plano grams, Right Accessories in the stores with correct Content
- Right Hiring and minimal attrition
- Successful Media Launches of Consumer Electronics throughout the Region
- Dealer Meetings and Sales Training for Distributors
- Power Training for Classroom Trainer, Store Managers, Field Trainers and Team Leaders
- Induction for New Hire trainees, Team Leaders, Classroom Trainers, Field Trainer, Promoters
- Training for Dealers, Distributors, Sales Team, Modern Retail
- Key / Top 20 Regional Retailers, Priority Partners and Product Consultants Training
- 100% Execution of Online Test every month for entire Maharashtra and Goa
- Acquiring the best use of Resources and reduce any extra cost
- Coordinated employee schedules to provide adequate staff coverage.
- Make PIP for non-achievers and experimenting
- Delegated tasks to appropriate staff members and monitored performance.
- Supported senior managers with day-to-day operational requirements.
- Assisted with developing new company policies, procedures, and standards.
- Reviewed consumer trends to forecast sales and inform inventory purchasing requirements.
- Developed and distributed sales and performance reports to inform stakeholders.
- Collaborated with upper management to develop and implement business improvements.
- Promoted products based on effective planning, merchandising, and employee preparation.
- Kept all paperwork current and compliant with internal standards and legal requirements.
- Met customer demands by tracking market changes and adapting strategies to match.
- Oversaw employee training and staff management tasks.
- Controlled labor costs by streamlining workflows based on expected demands.

**Consultant**  
**NIS Sparta | Mumbai, India**

August 2010 - April 2011

- Head a Team of 10 Trainers across West India which includes 4 Route Trainers, 6 Branch Trainers
- Effective Training in the entire Region including the Top Management and National Heads including EXPAT
- Content Development for new product line up and corporate trainings
- Determined causes of failures to implement corrective actions.
- Plan training calendars for region on a monthly basis for all the Trainers
- Ensure 100% execution of all trainings
- Consulted with company leadership to optimize business operations.

**Lead Advisor - USA**  
**J P Morgan Chase | Mumbai, India**

January 2009 - August 2010

- Identified optimal products for each client and presented solutions.
- Kept clients informed and uncovered new sales opportunities with regular follow-up calls.
- Maintained strong pipeline of incoming leads with networking, cold calling, and referrals.

- Generated referrals from service providers, solicitors, and valuers.
- Backed up financial advice with accurate and current advice on industry trends.
- Used consultative appointments focused on analyzing existing client situations and identified opportunities for improvement.
- Sold mutual funds, stocks, and bonds to achieve quotas.
- Guided clients toward profitable and secure financial decisions with persuasion and knowledge of available products.
- Offered clients strategic advice across financial products and services to meet debt management, insurance coverage, and investment needs.
- Cultivated strong client base and built win-win relationships to exceed sales targets.
- Identified and addressed business vulnerabilities in areas governing asset protection and physical security.
- Enhanced [Type] operations as lead on different development and integration projects.
- Tracked and analyzed reports, including budgets, operation activities, and department metrics.
- Helped to increase business efficiency and profitability with recommended process optimizations.

#### **Lead Advisor - UK**

April 2006 - January 2009

##### **3 Global Services / TECH MAHINDRA | Mumbai, India**

- New Hire Training for Voice and Accent
- Cross Skill Training of Advisors on different Process e.g
- Billing, Pre- Pay, Technical, Customer Service etc
- Assisting the team during heavy Call Flows
- Handling Escalations regards to product ensuring services
- Setting up of Channel Support fire pond (ECARE) of the Company
- Assisting 3rd party dealers and retailers query analysis of Channel Support team related to accounts of existing customers of the organization
- Retaining existing customers and advising them for up-grade their options for their existing product
- Identified optimal products for each client and presented solutions.
- Played a key role in enhancing customer relationship retaining them cross sell and upgrade them for further product information of the company
- Maintained strong pipeline of incoming leads with networking, cold calling, and referrals.
- Kept clients informed and uncovered new sales opportunities with regular follow-up calls.
- Offered clients strategic advice across financial products and services to meet debt management, insurance coverage, and investment needs.
- Protected organization in event of emergencies with well-planned crisis management strategies.
- Identified client needs by observing consumers, collecting surveys, and analyzing customer feedback.
- Helped to increase business efficiency and profitability with recommended process optimizations.
- Supported efficient business operations by preparing and processing [Type] documentation.

#### **Associate - Training**

October 2004 - April 2006

##### **WIPRO BPO | Mumbai, India**



- Soft Skills Training for NewHires
- Mentoring the OJT batches
- Quality Auditing
- Rewards and Recognition charts
- Handling entire process of reservations on behalf of the organization (Delta)
- Ensuring reissuing of tickets as per customers demand and enhancing convenient process flow
- Organizing promotional activity
- Handling customer query and ensuring them to pitch for an alternate product
- Assisting them for their Balance transfer as per customer's demand
- Resonance Innovative Tele systems
- Monitored training costs and prepared budget reports to justify expenditures.
- Built life-long and job-specific skills in employees using special training classes.
- Delivered results using role-playing, simulations and lectures.
- Developed programs to meet current and expected market demands.
- Optimized training strategies and controlled costs with help of focus groups and surveys.
- Developed leadership potential at all ranks with targeted programs.

#### **Team Coach**

March 2004 - October 2004

#### **Resonance Innovative Telesystems | Navi Mumbai, India**

- Soft Skills Training for NewHires
- Mentoring the OJT batches
- Quality Auditing
- Rewards and Recognition charts
- Ensured proper amount of disbursement of approved loans
- Giving loan approvals and arranging for the disbursement of the sanctioned loan to the clients
- Providing post disbursement services to the client
- Training and motivating Advisors
- Handled activities pertaining to Credit Administration and Accounts; responsible for understanding the proposals and recommending loan approvals for the loan / hire purchase cases.

#### **Team Coach**

June 2003 - February 2004

#### **Global Respondez, SPANCO**

- Soft Skills Training for NewHires
- Mentoring the OJT batches
- Quality Auditing
- Rewards and Recognition charts
- Ensured proper amount of disbursement of approved loans
- Giving loan approvals and arranging for the disbursement of the sanctioned loan to the clients
- Providing post disbursement services to the client

- Training and motivating Advisors
- Handled activities pertaining to Credit Administration and Accounts; responsible for understanding the proposals and recommending loan approvals for the loan/ hire purchase cases.

## EDUCATION

MBA in HR & Sales IIBM	January 2016
Bachelor's in Information Technology K J Somaiya	January 2011
Polytechnic Diploma in Electronics & Telecommunication Shah & Anchor Kutchi Polytechnic	January 2003
SSC CVOS Jain Mahajan English High School	January 1999

## LANGUAGES

English: American, British & Australian Accents

Regional Language (Read & Write): Hindi, Marathi, Gujrati

Speak & Understand: Punjabi, Urdu, Bhojpuri, Maithili, Marwari, Kutchi

## INTERNATIONAL EXPERIENCE

3 Global Services - "Firepond " - 2008 - UK

JP Morgan Chase - Card Member Services L&D Program - 2009 - USA

Samsung - Global Forum 2012 - Thailand

Samsung - L&D Specialist Training 2012 - Malaysia

LG - Story Selling & Culture Training 2015 - Singapore

## Hobbies & Interest

Motivational Speaker

Professional Voice Over artist

Story Board Writer

Image Consultant

Culinary & Food Designer

Acting