SHOBHIT 'Krish' KRISHNA

Leadership Mantra - Inspire & Motivate. Heavy Bias for Action. Set-up & Achieve North-star Goals

Career-Span

- Trail-blazing, 3-decades of leading BU's and diverse functions in top-notch Corporates, Start-ups, Non-Profits

- Relish strategizing, acquiring & operationalizing complex Projects involving click-&-mortar and brick-&-mortar entities with an interplay of ICT Solutions and Services powered by multidimensional-Leadership, Process Excellence and Best-Practices' implementation

- Outcome-driven *Strategy-Visualizer*, Solution-driven *Turnaround-Specialist* and *Crisis-buster* possessing deep *Cross-sector Expertise* & *Global Business Insights* leading to positive CX's via effective People-shepherding, Talent-transformation and Change-Management initiatives.

ICT Consulting Assignments and Entrepreneurial Stint

- **Ministry of Education's PSU (EdCIL)** - Tasked to draft ICT Reports for all **2nd-3rd-&-4th Generation IIMs** covering entire spectrum of EdTech architecture encompassing design-related recommendations, specifications and Bill-of-Material of *state-of-the-art* ICT infrastructure viz. (A). Hi-speed WAN, LAN, WiFi, Intra-IIM Communication, Classroom-automation, Data-Centre, Disaster-Recovery-&-Business-Continuity-Planning, Website design for Branding, Cyber-Data-&-Physical-Assets' Security, Library-automation; (B). Synchronous & eLearning, MOOCs, eResources, Trading Platforms, LMS and ERP etc.

- **NITCON** – State-level PSU with PSIDC, PFC, CITCO and Public Sector Banks as stake-holders. It offers ICT Consulting & DPR services focused on SI Solutions, delivery of IT infrastructure, Vocational Training and Capacity-building services for Educational Projects across India & Africa.

- **NIEPA** (MHRD's University for Educational Planning-&-Administration) - Frequent guest-speaker as Educational ICT expert during Workshops organized for Central-&-State level Policy-makers

- **CONSIUS IT Consulting & HR Services P Ltd.** – Partnership firm founded in Sep.'16 to offer turnkey HR Services and ICT-based Projects in diverse domains (inactive since Aug.'17).

Core Competencies-&-Skills, R-&-R's and Product-Portfolio

Outstanding expertise in **B2B-B2G-&-B2E** domains. Knowledge and growth-driven Success Stories carved-out for an array of Products-&-Markets in leadership roles across **Advisory-&-Advocacy, Product-Management, Techno-Commercial GTM Strategies, P&L, BD, Pre-Sales, Enterprise Sales, Service-Design & Operations, IT, Supply-Chain Creation, HR** and **Legal** functions, in highly matrixed, marquee Corporate, Start-up and Development-Sector organizations engaged in delivering

- Training and Skill-Development: End-to-end stake-holder engagement cycles in large-format, customized Skilling Projects. Lead on Sales, Revenue & Operational fronts to deliver technology-enabled Trainings, Capacity-Building, eGovernance and Employability-linked Roll-outs; Bridge Talent supply-side with demand-side via Industry alliances; ICT-&-STEM Solutions for K-12 market; ERP-centered EdTech; Flipped-and eLearning, Assessments, Synchronous-Learning and custom-Content-development Solutions

- Edu-ERP in Stand-alone & Grid modes and Enterprise-wide Project Management Applications

- Turnkey Telecom Projects and Systems Integration Solutions

- Smart-Cities: Integrated e-Transport multimodal Solutions; Prepaid-Card based Fintech Products

- Information-&-Content-Management: GRC (Governance-&-Risk-Compliance) and BPM (Business Process Management) Solutions; GIS-&-Geo-mapping and GPS-enabled Solutions

- Multi-Project Concurrent Implementation: OEM-alliance and Supply-Chain Creation, Management

shobhit66@yahoo.com   Shobhit.Krishna1   +91 98106 03110   Shobhit Krishna

Spectrum of Client-Verticals

- Institutional (Central-&-State Govt. Ministries), PSU's, Corporates, Start-ups and Non-Profits

- Deep Domain Knowledge: Govt.-&-PSUs, Educational Institutions, BFSI, Manufacturing, Education-Training-Capacity-Building-&-Skilling (ECCE, K12, Higher-Education-&-Corporates), Technology-&-ICT, Telecom, BPO, Defense, Automotive, Power, Oil-&-Gas, Aviation, Pharma etc.

Experience Summary – Roles and Illustrative Accomplishments

1. K.J. Foundation; Head - Business Solutions-&-Operations(ECS)@N. Delhi   July'19 to Apr.'21

Non-Profit arm of Mumbai HQ'ed AMPERSAND Group- Educational conglomerate operating 42 K-12 own schools in 7 Indian States. Offer diverse Educational, ICT, Skilling and Digital-Healthcare based Solutions to Indian, African & SE Asian markets. Solutions range from delivering Vocational-&-Employability-linked Programs for youth, Capacity-building of teachers, setting-up on-Campus CoE's in Colleges, ECCE Programs (Smart mobile or static Creche's), Digital-Healthcare and other curated enterprise Solutions.

- **ECCE (Early Childhood Care & Education) Market Research and Solution Creation (Products-&-Services)**: Post market-&-landscape analysis, created an *avant-garde* Smart-Anganwadi/Balwadi Solution targeting children of 0-8 age-group, pregnant and lactating mothers. Defined Best-Practices, designed world-class infrastructure, products-&-services focused on ECCE's four major pillars i.e. Nutrition, Healthcare, Digital Pre-School Education and App-driven Program tracking-monitoring-&-reporting. *Program Innovation*: Devised a Blockchain Solution to plug leakages in rations' delivery. Project spectrum involved defining tech specs, Vendor-hunting & evaluation, commercial models to set-up mobile infra including Solar-powered, prefabricated, BaLA-inspired Creche'-in-Containers, drinking water, clean toilets, LED TV, WiFi, Tablet-cum-Projector powered Preschool eContent besides books, toys, furniture and Capacity-building for Anganwadi Workers. Being implemented in Karnataka under their Labour Dept.-managed Balwadis at Construction sites in 5 Districts, financed from state's Labour-Cess funds.

  Best-Practices: Leading NGO's operational models were evaluated to create Smart Anganwadis/ Balwadis including Vedanta-Foundation's *Nand-Ghar* for *Smart-AWC* (Premium), *SELCO@Bangalore* for Economy models, digital Pre-school educational content delivery and worker's Capacity-building.

  Alliances with Product-&-Service Providers: *VINYAS* (BaLA), *CECED* (CoE of Ambedkar University), *NBT* (under MHRD), *DIMAGI* (Digital App), *Nayi-Disha Studios* (Gamified learning content), *Pratham Education (*Processes & content*)*, *Meta-Origin-Labs-&-*Certif-ID (Blockchain) and *YogaTab3 Tablets*.

- **Vocational & Skilling Solutions - K12 and Higher Education:**

  World-class B2G2C Training Solution for IED@Lucknow: Three High-end custom Courses for Final-year Undergraduates of local Colleges (a). *AI-&-Machine-Learning*, (b). *IoT*, (c). *Digital-Marketing*. 60-65 hours of IIT-grade learning curriculum, blended learning pedagogy with ICT infra, connectivity, assessments, Capstone-Projects, Shop-floor visits and Workshops by Industry Experts'.

- **Institutional MoUs with Delhi State's Ambedkar University and CRISP (MP State PSU)**: To acquire and implement ECCE, ICT-based Education and Vocational-Training Projects without Tenders.

- **End-to-End Supply-Chain Creation, Alliances and Building Reliable Vendor-Pool for 11 NSQF-linked Skilling Domains:** Created pan-India network of 60+ Vendor-Partners to deliver infrastructure-&-services required to set-up Vocational Training Labs under *Samagra-Shiksha Abhiyaan* in States e.g. Haryana, targeting students of levels 9-to-12. Involves hunting, identifying, evaluating and signing-up Vendor-Partners for domains viz. *IT-ITeS, Apparel, Agriculture, Security, Travel-&-Tourism, Healthcare, Retail, Sports-&-PE, Media-&-Entertainment, Beauty-&-Wellness*.

- **EdTech. Innovations as NSQF Program USPs**:

  Blockchain-based Secure, Fraud-free Student Certificates: To benefit potential employers,

  Augmented Reality (AR): Course content in vernacular as per CBSE curriculum for Levels 9-&-10,

  Basic Coding Techniques Course: 25-30 Hrs. Curriculum for students of each of the Levels from 9th to 12th being skilled under IT-ITeS domain, mapped to specific ICT related Job-roles.

- **Business-Development and Revenue-Linked Projects**:

MoE (Samagra-Shiksha), MSJ&E, MoMA and MoTA's 2020-'21 Budget Analysis and Business Opportunity Identification: Due-diligence includes studying States' latest PAB Minutes, create Dashboard of 10 States for top-leadership after identifying 12 major ICT Education, Skilling, Educational-supplies, Training and Capacity-building opportunities under multiple Budget-heads to specify State-wise, component-wise, recurring-&-non-recurring funds allocated to facilitate Sales teams,

Top-10 CPSU's in Delhi-NCR for Tapping CSR Funds: Set-up alliances to implement ECCE, ICT-based K12 Education and Vocational-Skill Development Projects under CSR funds of these PSUs.

2. National Education Foundation (NEF)-USA; COO (India)@Delhi-NCR Aug.'17 – July'19

Washington DC HQ'ed, NEF is USA's premier Educational 501(c)(3) Non-Profit aligned with **State University of New York (SUNY@Potsdam)**. Collaborated with NSDC as Knowledge-&-Implementation Partners to bridge *digital-&-employability-skills divide* with a vision to transform 1.0 Million Indian youth into *future-&-industry-ready workforce* by 2019. NEF offered **80% Grants-driven** Training Programs for University and College learners. In K-12 domain, set-up **STEM Centers-of-Excellence** in select, prestigious CBSE/ICSE/IB schools.

- **University/College Client Sign-ups**: RGTU & Sarojini Naidu Govt. Girls' PG College@Bhopal, LPU@Phagwara, Mewar Univ. & Institute, BML Munjal Univ., MIT-WPU@Pune etc. directly or via MOUs signed with State Governments like MP & Tripura

- **K12 Sign-ups with Premier Chain-&-Standalone Schools**: DPS Society schools, Sadhu Vaswani Int'l, Navy Children Schools, Vijaybhoomi Int'l, Nirmal Bhartia, Sri Venkateshwar, Lotus Valley Int'l, The Sri Ram Schools etc.

Led the Marketing, BD, Pre-Sales, Sales, Operations, Delivery, Alliances-for-Placement functions to:

- Evangelize, acquire, customize, operationalize and deliver trainings (as ICT expert); 20% funding for NEF's operations acquired via sign-ups done in last 19 months is **Rs. 2.5 Cr.**

- Bridge "Supply-side" of SUNY-&-NSDC-certified talent with "Demand-side" by bringing Corporate employers to Universities e.g. Inter-Globe, Schneider-Electric, Teleperformance, G4S, JK Tyres, GHCL, local industry players – directly and via Institutions and Associations e.g. AIMA & LMAs.

- Hire top-notch industry experts to deliver latest industry-exposure (part of Training curriculum) for on-Campus learners; Trainee pool included Engineers, MBAs, MCAs, Diploma-holders and general Degree graduates (BA/B.Sc./B.Com).

3. CONSIUS IT Consulting & HR Services; Director Sep.'16-Aug.'17

- Signed-up for Recruitment and Solar-Power businesses with prestigious organizations like Hobson's of UK, CIRCUITRONIX of USA, GRCL (T-PAY & IYC), Keva Industries, Aradhya Power etc.

4. Global Realty Creations (TPAY); COO (Business-Transformation) July'16-Mar.'17

(a). T-Pay

- Led operational interventions and deployment of Best-Practices to improve outcomes & delivery efficiencies of teams implementing Urban-Mobility related Smart-city Projects for Pune Mahanagar Parivahan Mahamandal Ltd. (PMPML) - in consortium with NEC-Japan and a Public-sector Bank. The turnkey Solutions involved deployment of GPS-based, automated Vehicle Tracking-Locating-&-Reporting System, Passenger-Information Systems and handheld (POS-based) eTicketing machines integrated with a centralized GIS-based Revenue-monitoring System to curb revenue leakages. Later, migrated to a cross-platform, universal Smartcard-based Ticketing Solution.

(b). IYC (Indian Youth Card)

- Provided one-swipe, Open-loop, Reloadable Payroll-&-Gift Prepaid Cards for the millennials in alliance with VISA, YES & AXIS Banks and in partnership with renowned Retail brands.

- Overhauled their Delivery-&-Operations, HR, Customer-support, IT (CRM, Ticketing, DMS & Reload platforms) and Sales functions.

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5. NYSA Communications; COO   **June'15-to-July'16**

- Launched the BU - Enterprise Learning Solutions (ELS), focused on innovative ICT Solutions e.g. Learning-outcome based Assessments (LOBA) for K-8 domain and conceptualized EduGRID – a Centralized ERP backbone integrating Educational processes across multiple Colleges & Universities

- Transformed their Web-based and scalable DigiUniv ERP Development and Operations teams into an agile & customer-centric one leading to their ERP offerings being customized as per contractual-obligations and in accordance with Agreement terms; Resulted in successful Project closures and release of pending payments from Central-State-&-Private Universities e.g. AIIMS, IIFM-Bhopal, MDU, Jabalpur Medical University, Gauhati University, SLIET, NCU, APJ-AKU etc.

6. Educomp Solutions Ltd.; BU Head and Vice-President (Operations)   **July'11-to-May'15**

- Led 175-strong Ops-&-Delivery team and 8K faculties across 25 MHRD-funded ICT@Schools Projects in **9000 Govt. schools across 11 states**, to implement and overcome all operational bottlenecks. Initiatives led to recovery of AR of app **Rs. 300 Crore** in **30 months**

- Under ICT@600 Bihar Project inked with BELTRON in 2010, Educomp was contractually obliged to deploy an Online Monitoring Tool (OMT) Software to track 1200 classroom Servers. Till 2012-end OMT was not deployed. Educomp's payments were blocked. Led from the front to (a). Hunt-&-identify the ideal OMT Application Vendor, (b). Overcame massive on-ground operational bottlenecks during a mission-mode, 3-tier implementation managed via site & client visits, thrice-a-day team reviews etc. In Oct'13, TECTONA OMT was successfully deployed across 756 Wipro Servers in 452 ICT Labs and a centralized Dashboard demonstrated for **real-time monitoring of educational infrastructure and faculty presence via customized Reports-** as per specifications designed by BELTRON and IL&FS-Project Consultants, (c). Resulted in release of clogged payment of Rs. 20 Cr. after 1-year embargo

- Educomp stint began as BU Head of E4 (Educomp Enterprise Employee Empowerment), design, creation and delivery of Skill-development solutions. Forged strategic alliances with Institutions like NIESBUD, Microsoft-&-Pearson and Wordsworth etc., before acquiring Training-&-Capacity-Building Projects from UIDAI (Aadhaar Date-Entry Operators' Training) and SIIDCUL@Uttarakhand.

7. NIIT Ltd.; Zonal-Head (N-&-E) & National-Head (Govt. Business)   **Oct.'05-to-Sep.'10**

- Successfully led the bidding, winning and implementation of NIIT's biggest eGovernance and Talent Transformation Projects from Govt.-PSU-&-Corporate verticals. Designed, implemented innovative L&D-&-Training Solutions and Delivery strategies. Managed a highly diversified Learning Solution portfolio that included ILT Trainings, eLearning Courses, EdTech platforms (LMS), Assessments etc.

- Led internal change-management initiatives when business focus shifted from Topline-growth to growth of EBITDA (from <10% to >15%). Successfully implemented Salesforce.com for the BU.

- Acquisition & successful implementation of two **most celebrated eGovernance Training Roll-outs** of 2007-'10 implemented for the Income-Tax Department (CBDT-&-CBEC), namely (a). Tax-Returns Preparers' **TRPS Project** (**https://www.trpscheme.com/**) creating jobs for 10K graduates by training-&-certifying them on filing Tax-returns, (b). **Change Management & Training Project** to enhance IT capabilities of 13K DIT employees; Got awarded for CM&T Project.

- Diverse training solutions delivered for blue-chips like Nokia, Samsung, Genpact, Convergys, Wipro Spectramind, American Express, E&Y, CSC, Tech Mahindra, HCL Technologies and Cognizant etc.

8. NEWGEN Software; Sr. Sales Manager   **Sep.'04-to-Oct.'05**

- Spearheaded all-India GTM campaign to promote **Cheque-Truncation Solution** targeting 79 Public-Sector, Cooperative and MNC Banks. This CTS Solution was built around a software-centric approach (versus the hardware-centric one) and comprised *state-of-the-art* Imaging, Document & Content-Management and Workflow (BPM) technologies integrated in an Enterprise-wide framework connecting seamlessly with every Bank's TBA/PBA/Core Banking Applications via APIs.

- Before all-India roll-out of CTS by all the 79 Banks present in RBI's P-&-S Division, rolled-out a critical pilot under their Delhi Clearing Circle. Mission-mode efforts led to subsequent successful deployment of Newgen's CTS in Indian Bank, United Bank of India, Andhra Bank, Bank of America, HSBC India, ING Vysya, Kotak Mahindra, Dhanalaxmi Bank and Bombay Mercantile Bank Ltd. etc.

9. HUGHES Communications-India; Program-&-Segment-Manager   Apr.'01-to-Sep.'04

- As PM of platinum clients, led the roll-out of turnkey Telecom Projects of NTPC, AAI, Pawan Hans, Amway, ICI, EDS, Eli-Lilly etc.; Exponentially enhanced CX; Collected large outstanding payments and logged revenues via repeat-orders

- As Segment Manager-FBI, led the bidding & acquisition of two of their largest SI and integrated hybrid Telecom Solution deals from (a). Damodar Valley Corporation (DVC) - worth app Rs. 10 Crores across 6 years, & (b). PNB - 800 TDM/TDMA VSATs on IDRBT Hub in a rental model

- In 2004, bagged India's first inter-Bank ATM Network Project with a Payment-Gateway and Switch-level integration, from *Mitr* - consortium of PNB, OBC, Indian Bank, UTI & Karur Vysya Bank.

10. OP/PEN Image Labs   Aug.'97-to-Apr.'01

- Established alliance and ensured smooth India-entry for USA-based world's biggest Enterprise Project Management Software Company **Artemis International Solutions Corp.** (nka Aurea Planning Solutions) with 6 Lac global users across 45 countries. It provides seamless multi-Project Portfolio Management, Financial Planning, Cost-Control and Project Forensics to its Fortune500 clientele'

- C-DoT, Ericsson & Escorts were key Indian clients of Artemis

- Pan-India Sales & Operations to promote **Dialogic CTI IVRS** and **Keyfile DMS (Document Management Software)** Solutions for diverse market segments.

Timeline of Other Assignments

Sales Engineer @BENCON		Dy. Manager (Earth Sciences) @KLG Systel Ltd.	
Oct.'90-to-Jan.'92	Feb.'92-to-Mar.'95	Mar.'95-to- Aug.'97	Nov.'10-to-Jun.'11
	Sr. Sales Engineer @Quasar Systems		Vice President @Liqvid e-Learning Services

CERTIFICATIONS & TRAININGS

- Mercuri™ Sales Management
- NIS-SPIN™ on Negotiation Skills Leadership Development
- TALISMA eCRM (Billing / Order Fulfillment Application)

- Salesforce.com (CRM-&-SFA Application)
- Quality Management Systems under ISO:9000
- Employeeship™ by TMI

EDUCATION

Senior Management Program (1-year EDP) from **IIM-Calcutta**		2012
B.E. (Electrical) from **Karnatak University, Dharwad**		1990
PG Diploma in Marketing Management from **IGNOU**		2001
Honors in Systems Management from **NIIT**		1993

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