

# CHAITRA UPADHYAYA

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🌐 Mangalore

 [LinkedIn](#)

## PASSIONATE ADVOCATE OF CORPORATE SOCIAL RESPONSIBILITY | SOCIAL DEVELOPMENT, SUSTAINABILITY, AND INCLUSION

A performance-driven individual with experience in strategizing and researching innovative ways to support corporates with **programmatic investments in CSR & ESG initiatives**, in-kind contributions, program-specific giving, and other collaborative partnerships

**Technical Purview:** AS 400, MS Office, Google Suite, Zoho One

**Licenses & Certification:** Introduction to ESG by Corporate Finance Institute

## SKILLS

- Corporate Social Responsibility
- ESG Research
- Program / Project Planning & Implementation
- Client Engagement & Reporting
- Partnerships & Alliances
- CSR Field studies
- Business Operations & Growth

## EDUCATION

**PGDBM (HR)** | Symbiosis Institute of Distance Learning, Pune

**Bachelor in Human Resource Development** | College for Leadership & Human Resource Development (Mangalore University)

## EXTRAMURAL ENGAGEMENTS

Professional **Bharatanatyam** dancer

## PROFESSIONAL EXPERIENCE

### ASSISTANT MANAGER – IMPACT ASSESSMENT & CORPORATE RESEARCH

**Chrysalis Services | May 2022 – Present**

- Executed comprehensive field studies and corporate social responsibility (CSR) reporting through diverse CSR/ESG studies involving multiple corporations.
- Led the team overseeing the research and strategic development of documents, including profiles, concept notes, corporate proposals, grant proposals, and reports for NGO partners.
- Managed the pre-sales efforts by offering technical support during the preparation, delivery, and presentation of proposals at corporate client meetings.
- Effectively empanelled consultants specializing in the CSR/ESG field of studies to facilitate network expansion and maximize the potential for collaborative engagements.

### PROGRAM MANAGER / OPERATIONS SPECIALIST

**Ace Promoters and Developers | 2016 – 2022**

- Prioritized key activities, investments, and metrics to enable executive management to collaborate and take decisions regarding the growth and advancement of the business.

### Career Break | Maternity Leave + Child Care | 2013 – 2016

- Built up a raft of high-valued skills as a parent. Provided support, empathy, and guidance to the child; coached and educated them to excel in schooling and extracurricular pursuits

### CLUSTER MANAGER – OPERATIONS & GROWTH

**ICICI Prudential Life Insurance Co. Ltd., Mangalore | 2005 – 2013**

#### Growth Path:

**Customer Service Associate** | 2005 – 2006 ☐ **Process Leader** | 2006 – 2007 ☐ **Branch Manager** (Operations) | 2007 – 2009 ☐ **Cluster Manager** | 2009 – 2013

- Responsible for Operations of one branch and five-spoke locations.
- Drove Six Sigma and 5S methodologies at the branch level.
- Documented and maintained statistics, records, and reports that help establish policies, procedures, and quality control standards.
- Collaborated with HNI clients to grow new business opportunities while applying current and future industry and business trends impacting clients' financial needs and requirements.