

# HEMANT KUMAR

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## PROFESSIONAL SUMMARY

Results-oriented professional with 7+ years of cross-functional experience delivering measurable business impact through strategic problem-solving, process optimization, and stakeholder management across telecommunications, technology, manufacturing, and professional services sectors. Proven expertise in consultative client advisory, data-driven decision making, and project management with track record of reducing operational costs by 10-30% while implementing scalable solutions. Strong analytical capabilities with proficiency in business frameworks (Porter's Five Forces, SWOT, McKinsey 7S) and data analytics tools. Seeking management consulting role to leverage multi-industry expertise and problem-solving capabilities.

## EDUCATION & QUALIFICATIONS

Queen Mary University of London, UK, (Sep 2023 – Sep 2024)

MSc Business Management (First Class Honours)

**Key Modules:** Strategic Management | Financial Analysis & Management Accounting | Organizational Behavior | Risk & Crisis in Global Economy | Entrepreneurship | Marketing Management | Contemporary Management Project

- **Capstone Consulting Project:** Conducted comprehensive market research and developed diversity, equity & inclusion (DEI) implementation strategies for UK financial services sector in collaboration with London-based boutique HR consultancy.
- **QHack Startup Challenge:** Led cross-functional team presenting circular economy solution for waste tire management to venture capitalists and senior QMUL leadership; proposed sustainable infrastructure leveraging 40+ million waste tires annually to create construction materials, reducing landfill dependency and government waste management costs.
- **Academic Leadership:** Presented Qnomics research project findings to QMUL senior management team, professors, and academic stakeholders from universities across UK.

Panjab University, CCET, India, (Aug 2014 – May 2018)

BE Mechanical Engineering (2:1)

**Academic Achievement:** JEE Main Qualifier - Ranked 50,000 among 1.7 million candidates

## KEY CONSULTING-STYLE PROJECTS

### Process Optimization & Cost Reduction Initiative | Godrej & Boyce Manufacturing

- Conducted end-to-end value chain analysis of refrigerator compressor shaft manufacturing, identifying inefficiencies from raw material to final assembly.
- Implemented lean manufacturing methodology by reducing material handling touchpoints and optimizing production flow.
- Delivered £14,400 annual cost savings (.1 pence per unit × 1.44 million units annually) with 20% defect reduction.
- Comprehensive business cases developed and presented recommendations to cross-functional stakeholders.

### New Product Development & Quality Framework Design | Godrej & Boyce Manufacturing

- Led quality strategy for Deep Freezer product line launch, collaborating with R&D, maintenance, and international equipment installation teams.
- Conducted competitive benchmarking analysis of top competitor products to establish quality parameters.
- Designed and implemented stage-gate controls, standard operating procedures, and lifecycle testing protocols.
- Delivered project within 6-month timeline, enabling successful product commercialization.

## PROFESSIONAL EXPERIENCE

### Vodafone Three UK

Eastleigh, UK

Customer Solutions Advisor

June 2025 – Present

Leading telecommunications provider serving 25+ million customers; driving integrated mobile and broadband solutions.

- Deliver consultative client advisory services analysing customer needs and architecting tailored telecommunications solutions across mobile, home broadband, and mobile broadband products.
- Achieved top 10 performance ranking nationally among 1,000+ advisors consistently since inception; exceeded all KPIs by 200% monthly including sales targets, customer satisfaction, retention rates, and account management metrics.
- Maintained 94%+ mystery shopper scores through exceptional customer experience delivery and regulatory compliance.
- Ensure full adherence to FCC and telecommunications regulations, mitigating organizational compliance risks.

### Y-Axis Consultancy UK

Southampton, UK

Immigration Solutions Consultant

November 2024 – April 2025

Global immigration consultancy with 50+ offices worldwide, specializing in complex visa and migration solutions.

- Provided regulatory advisory services to 5000+ clients on UK immigration pathways including Tier 2, Tier 4, Naturalization, and Business visas, ensuring 100% legal compliance.
- Conducted needs assessment and solution design for complex immigration cases across 50+ countries, requiring comprehensive knowledge of international regulations.
- Collaborated with legal teams, government agencies, and international offices to deliver seamless client experiences.

**Emudhra Ltd.**

Business Development Executive

*Leading digital security provider specializing in PKI solutions across banking, government, and healthcare sectors.*

Bengaluru, India

May 2022 – August 2023

- Drove business development generating INR 2.5 crores (£250,000) in individual sales revenue over 15-month tenure, consistently exceeding monthly lead generation targets (8+ leads/month).
- Architected and presented customized PKI infrastructure solutions to C-suite executives and senior management, conducting technical demonstrations and business case development.
- Managed enterprise client portfolio across banking, healthcare, manufacturing, and energy verticals ensuring GDPR and IT Act compliance.
- **Banking & NBFC Sector:** Generated 30+ qualified leads; closed high-value accounts including Canara Bank (£125,000) and SBI Card (£40,000) through strategic stakeholder engagement.
- **Healthcare Sector:** Led client discussions and technical presentations; secured 4+ enterprise deals and developed 20+ sales opportunities.
- Designed and delivered AI adoption training program for senior management and colleagues on ChatGPT integration within one month of platform launch, demonstrating change management capabilities.
- **Solution Portfolio:** Private PKI infrastructure, SSL/TLS certificates, cloud workflow solutions, e-signature tokens, multi-factor authentication.

**Godrej & Boyce Mfg. Co. Ltd.**

Quality Control &amp; Assurance Assistant Manager

Mohali, India

August 2018 – December 2020

*Flagship manufacturing company operating across appliances, furniture, aerospace, and security solutions with global presence.*

- Engineered and deployed comprehensive quality management systems across multiple production lines, achieving 20% manufacturing defect reduction and 10% operational cost savings.
- Led cross-functional team of 50+ members (permanent staff and contract workers) across production and quality functions, establishing performance KPIs and process control checkpoints.
- Operated and programmed Coordinate Measurement Machine (CMM) for precision quality verification; developed measurement programs for 6+ complex components and trained 3 engineers.
- Conducted failure mode and effects analysis (FMEA) driving strategic corrective actions and continuous improvement initiatives.
- Managed supplier quality program for 5+ strategic vendors, conducting technical audits and establishing incoming material specifications.
- Facilitated 10+ cross-functional engineering meetings with senior management driving process improvement and problem-solving initiatives.
- Ensured organizational adherence to ISO 9001:2015 and ISO 14001:2015 standards; successfully led certification audits contributing to plant Total Quality Management (TQM) Platinum award.

**CORE COMPETENCIES**

- **Consulting & Problem-Solving:** National Scholarship: Laptop Award for GCSE performance (Top 10th Standard Achievement, India) | Merit Scholarship: 50% tuition reduction for academic excellence (8th-12th Standard) | Regional Quality Excellence Recognition - Godrej & Boyce (2019) | Annual Leadership Summit Attendee - Mumbai Headquarters (Top Quality Performer)
- **Analytical & Technical:** English (Fluent) | Hindi (Native) | Punjabi (Native) | Japanese (Beginner) | German (Beginner)
- **Quality & Operations:** Detail-oriented with strong analytical and problem-solving capabilities | Excellent cross-functional collaboration and stakeholder management skills | Proven track record of driving quality improvements and cost reductions | Strong technical knowledge combined with business acumen | Effective trainer and mentor for quality teams
- **Business Development:** English (Fluent) | Hindi (Native) | Punjabi (Native) | Japanese (Beginner) | German (Beginner)
- **Enterprise Systems:** Detail-oriented with strong analytical and problem-solving capabilities | Excellent cross-functional collaboration and stakeholder management skills | Proven track record of driving quality improvements and cost reductions | Strong technical knowledge combined with business acumen | Effective trainer and mentor for quality teams

**CERTIFICATION & ADDITIONAL QUALIFICATIONS**

- **Awards & Recognition:** National Scholarship: Laptop Award for GCSE performance (Top 10th Standard Achievement, India) | Merit Scholarship: 50% tuition reduction for academic excellence (8th-12th Standard) | Regional Quality Excellence Recognition - Godrej & Boyce (2019) | Annual Leadership Summit Attendee - Mumbai Headquarters (Top Quality Performer)
- **Languages:** English (Fluent) | Hindi (Native) | Punjabi (Native) | Japanese (Beginner) | German (Beginner)
- **Professional Attributes:** Detail-oriented with strong analytical and problem-solving capabilities | Excellent cross-functional collaboration and stakeholder management skills | Proven track record of driving quality improvements and cost reductions | Strong technical knowledge combined with business acumen | Effective trainer and mentor for quality teams

**\*References available upon request**