

# UMESH UPAADYAY

## Strategic Operations, Customer Service, HR & Transformation Leader

Mid Management Professional with over 20 years of professional experience with specialization in Customer Services, Strategic Operations, Transitions, People/HR Advisory, leading sourcing, planning & execution of Projects & Processes across IT/ITES, Aviation & Urban Infrastructure Sector



## VERTICAL & HORIZONTAL EXPERIENCE & SPECIALIZATION – PROJECT REFERENCES

### ❖ IT / ITES Sector

Across Infosys, IBM Global Services, Wipro etc

- **People Processes** - Have designed and implemented innovative people processes and policies
- **Strategic Human Resourcing** - Developed organizational strategy, Information systems, Analysis framework and recommendations, critical to organization strategic thinking and direction, establishing employee engagement objectives in line with organizational objectives
- **Human Capital Development & Management** – Have led several employee/leadership engagement, policy/practices, discipline, counselling, training, and development, moral and motivation, people culture and quality management programs across organization covering the entire HR Business Life-cycle
- **Human Resource Operations** – Have led and ensured the employee-oriented culture with an employee first approach standardizing and strengthening employee lifecycle processes such as 1-o-1s, Growth, Performance evaluation, Appraisals, Payroll, Reimbursements, Onboarding, Full and Final settlements, etc
- **Training & Development** – Have strong experience of delivering strategic insights in terms of organizational leadership, talent development and management and implementing recommended programs
- **Technology & systems feedback** – Have co-developed and ensured state of the art HR Information Systems (HRIS) and Employee Performance Reporting and Analytics Processes & programs ensuring a strong organizational information & feedback mechanism.
- **Transitions & Change Management** – As change leader have built awareness around processes, tools, technologies in the company, and facilitate the successful implementation and execution
- **Business Partnerships & Alliances** – Have established an extremely enriching network or partner ecosystem comprising technology companies, education institutes / universities, specialized institutions, HR Consulting companies, Concerned Govt. Ministries & Program SPVs etc.
- **Corporate & People Branding** - Have been a key proponent for establishing strong employer branding and presence within & outside partner ecosystem towards
- **People Engagement Functions** – Have led the people engagement function by safeguarding organization culture, ensuring people engagement & participation to drive innovation led changes.
- **General Operations & Administrations** - Design and lead operations & administration of multiple departments, have designed KPI & SLA blueprint, implemented and monitored the seamless working & growth of the administered departments and its workforce.

### ❖ Aviation/Airline – Fixed Wing & Rotary Wing

Jet Airways, Air-Safa

- **Aircraft/Helicopter/Freighter Leasing / Financing & Operations** (under NSOP License) – Have been part of with hands on experience in structuring & roll-out of newer Airline/Heli Project. This included the key experience around asset planning & selection, network planning, fund raising, financial planning, operations & maintenance planning etc. **Been part of early team at Jet Airways & incubation to execution at Air Safa, working closely with promoters**
- **Airport Operations Management** – Strong experienced hands on all aspects of
  - ✓ **Airport Ground Side Operations** - Airport Customer services, Ticketing & Reservations, Air-Operations SOPs, Counter scheduling & allocations, liaising with handling agents etc.
  - ✓ **Airport Air Side Operations** - Comprehensive Aircraft & Ramp handling processes, boarding & arrival gate operations & supervision, check-in, service control, departure & arrival controls
- **Air Cargo & Load Management** - Certified license holder to prepare Load & Trim for Boeing 737-300/500/700/800 series aircraft, both manual and on system.
- **Airport/Apron Infrastructure** – Strong operational management experience around passenger transit involving failsafe coordination with Airport Shuttle/Flyer Bus services, Air Operations Control Centre (AOCC) etc.
- **Liaising with Govt. Stakeholders** – Ensured seamless coordination with Airport Operator/AAI, DGCA, BCAS, Bureau of Immigration, Air customs for the smooth arrival & departures

## PROFESSIONAL EXPERINCE

Duration	Organization	Designation	Location
Jan 22 – Present	Independent	<b>Life Coach, Counselling</b> Inspirational Talk	Gurgaon
Apr 20 – Dec 21	Inno-Mobility India	<b>Business Head</b> Strategic Business Operations (Strategy, Ops, HR, Admin, Procurement, SCM)	Gurgaon
Mar 15 – Nov 15	Net Connect Global	<b>General Manager</b> HR (Talent Acquisition)	Bangalore
Nov 08 – Jul 14	Infosys BPO Ltd	<b>Practice Lead, Leadership &amp; Talent Acquisition</b> <b>Regional Head - Southern India</b> (Bangalore, Chennai & Hyderabad)	Bangalore, Jaipur
May 07 – Nov 08	Omniglobe International	<b>Associate Vice President - Operations</b>	Gurgaon
Feb 05 – Apr 07	IBM (Global Services)	<b>Manager Operations</b>	New Delhi
Jul 02 – Apr 04	Wipro (Spectramind)	<b>Dy Manager (Sr GL)</b>	New Delhi
Sep 00 – Jun 02	Daksh E Services	<b>Team Leader – Quality</b>	Gurgaon
Feb 96 – Aug 99	Jet Airways	<b>Supervisor – Airport Operations</b>	New Delhi

## PERSONAL DETAILS

### ❖ Education

- **BSc** from Delhi University
- **MA English** from Vivekanand University
- **PGDHRM** - Post Graduate Diploma in Human Resource Management from Symbiosis

### ❖ Personal & Family

Date of Birth – 26<sup>th</sup> Jan 1975

Father's Name - Fg. Offr B Upadhyay, Retired. Indian Air Force (IAF)

Marital Status - Married - Wife (PGT Teacher with an Intl School) / Kid - One Son (Std X th)

## ❖ Awards & Recognitions

- Conferred “Best Life Coach & Motivational Speaker of the Year” Award, 2019 at Gurgaon
- Rural Area Business – program managed, setting up of Rural BPO, at Infosys
- Awarded with “Best Managers Award” in HRO practice, at Infosys in 2010.
- Recognition for work – Awarded with “Best Managers Award” a few times in my operational stint
- Best Unit Manager Award, Mar 2004, at IBM
- Demonstrated leadership for Quality & Productivity, Wipro, 2002
- Enterprise Helpdesk Solution : Conceptualized & designed the plan for successful implementation at Infosys Technologies for global employees.
- Featured in Silicon India magazine edition, April 2020, as Life Coach

## ❖ Key Programs attended & Certifications

- Six Sigma Black Belt certified at Infosys BPO Ltd
- NLP certified Practitioner through Richar Brandler’s training.

## ❖ Guest Speaker – a few Institutions includes:

- MBA Institutes at Jaipur
- Engineering & Non-Engineering Colleges – Speaker on HR Topics
- Motivational Speaker & on HR topics at CMS Business School, Bangalore & much more
- Part of initiatives like Teach India, conducted various sessions in Schools at Govt on personal level
- Empowered Mentor, Trainer for NGOs at Gurgaon for Skill India & building Entrepreneurs

## ❖ Hobbies

- Sketching & Painting - National School Level Gold Medalist
- Motivational Reads & Speaking – Been a practicing Motivational Speaker & Certified Life Coach

## ❖ My Coordinates

- Residence - Orchid Floors, Ardee City, Sector-52, Gurgaon, Haryana (INDIA) -122011
- Phone (Mobile) - +91-7042638444
- Email – umesh.upadyay@gmail.com Web – www.umeshupaadyay.com

## ADDITIONAL WORK

## ❖ EXPERT SPEAKER & SESSIONS

- Expert Speaker on various Social Media platforms – Have been heard over 40 Millions times in last 3 years
- Have appeared on Doordarshan TV, talk show, inspiring individual through life skills
- Have appeared on Radio FM, inspiring individuals
- Have conducted spiritual sessions, discourses, meditation, retreats at places like Zorba The Buddha, Delhi