

1. Biographical Section

1.1 Personal Introduction

Hi my name is Sachin Thakur. I am pursuing my Masters with ICL Business School in Auckland, New Zealand, where I am advancing my knowledge and expertise of the modern ways of doing businesses and global leadership. I have a good academic and professional background since I have a good background in business studies and have been equipped with the appropriate skills through the experience I have had working in hospitality as an Administrative Officer. This task provided me with the opportunity to hone my skills in operational management, assisting various staff, and going through the thorns of organisational systems. In the last years, I have been increasingly interested in such major topics as digital transformation, ethical leadership, and organisational behaviour. My interests have not only been influenced by what I have read, but also through the life situations I have lived in vibrant working areas as I have been involved with a variety of people who are of diverse cultural backgrounds, origin, as well as with professional fields. I am proud of being a flexible person, capable of adjusting to multicultural environments, and establishing working relations and finding ways to communicate effectively in teams and in other multicultural environments. My background as an individual in a cultural society has provided me with the push of respect, humility, and empathy, whereas my career path has further boosted my determination towards resilience, integrity, and life-long learning. In my opinion, challenges are neither an obstacle nor a failure, but they are a step towards the development, advancement as well as inspiration of other people. Studying at ICL allows me to develop not only theoretical knowledge about global business issues but also get a practical touch on the way of how organisations can become purpose-led and manoeuvre through the environment of continuous change. I hope to pass my education and experiences into being a resourceful contribution in international organisations, specifically those where much perspicacity and change management and establishment are concerned. My eventual mission is to become a responsible and visionary business leader capable of innovation, establishment of ethical cultures and positive contributions.

1.2 Career Aspirations:

Within a short time, I want to become a successful professional either as Business Strategist or Operations Manager in a digitally progressive and innovation-focused organisation. What specifically interests me is the companies that are adopting challenges and opportunities of the digital age, where the technology, data and human-centred design is an essential aspect of decision-making and value creation. I aim at playing a part in planning and introducing strategic models that can make businesses more ethical, efficient, and sustainable in their operations.

My area of focus is specifically on helping organisations (especially the small and medium enterprises (SMEs)) to navigate the digital switch by implementing technologies that ensure greater productivity, customer contact, and prolonged survival. I will use available tools like data analytics, automation, cloud technologies, and green technologies to assist business in streamlining their operations and minimizing their environmental impact to increase social responsibility.

The third LEDA was the impulse to become the founder of my own consultancy company specialising in assisting SMEs in modernising their business model by means of digitalisation and ethical leadership and sustainability strategies development. I see this company both as a business but also as a mechanism that would make a difference in the business and society. The company would offer customized services to facilitate corporate sustainability, skills development of people, and sustainable business in the less developed market and emerging economies.

I am also very passionate about leadership, innovation, and sustainable growth and I would be willing to work in areas where I feel I can contribute a lot. I am sure that the future of business will be based on ethical practices and systems thinking, and I want to be able to integrate my new knowledge into diverse teams by transforming strategic change, enabling organisational learning, and developing inclusive cultures of leadership.

I would like to be the business leader that closes the technology and humanity gap and helps organisations embrace a fairer, more equal, and environmentally sound future by learning constantly, experiencing other countries and cultures, and solving practical challenges.

1.3 Self-Evaluation (Using Whetten & Cameron Framework)

With reference to my personal and career growth experience, the self-evaluation that I have completed based on Framework of Managerial Skills by Whetten & Cameron, consists of several core competencies that I need to develop in order to become an effective leader and manager in my future career. This reflective thought has guided me better to comprehend my present strengths and weaknesses that still need to be developed in the perspective of taking future management in an international commercial setup.

Strengths:

- **Interpersonal Skills:**
One of my strong sides that I can use in my future work is the development and maintenance of working relationships. I believe in mutual respectful communication and am engaged in empathy, deep listening, and cultural awareness in various team environments. This has contributed to my successful interaction with other international students with different cultural and professional background in group undertakings at ICL Business School.
- **Goal Orientation:**
I am very organised and result oriented. So in my academic work, such as in a complex assignment and in the place of work, I have been able to give goals or tasks that I want to do and ensure that they are done on a timely basis and of quality work. I am highly organized, and I use digital products, including Trello and Google Calendar, to monitor the progress and do not deviate.
- **Leadership Potential:**
Over all my career and academic endeavors, I have proved to be an initiator and proactive in my work. I tend to be the one to take the initiative to plan the activities, and distribute roles, and assist other people to accomplish shared objectives. My philosophy is inclusive leadership; I encourage employees through teamwork and not necessarily through the position of authority.
- **Resilience:**
These skills and qualities of being resilient and adaptable to sticky situations has proven useful in times of difficulties or demands, including the work-life of a full-time postgraduate student and part-time worker. I consider difficulties as a teaching experience and aim at being positive and solution-oriented in case of unpredictability or change.

Areas for Development:

- **Time Management:**

As academic, professional and personal life demands my time and effort, it has become clear that it is important to plan time and workload better and prioritise. I am able to meet my deadlines but occasionally I face the last-minute pressure. I am currently under improvement when it comes to my scheduling preferences and tasks assignment to achieve efficiency without reducing quality.

- **Technical Skills:**

Through the current data-intensive business culture, I understand the need to enhance my ICT competence. I am also currently in a learning process of upgrading on data analysis software like Power BI, advanced Microsoft Excel, and visual communication software like Canva. Development of these skills will not only assist in my current course, but it will also enhance my competitiveness on the job market.

- **Public Speaking and Presentation Skills:**

Although I feel at ease communicating with a small audience and when informal communication is used, I prefer to perfect my presentation when addressing serious presentations. I will use the opportunities offered in the workshop and classes to practice the pattern of speaking, employing the methods of narration, and making the presentation more communicative and persuasive to the greater audiences.

1.4 LinkedIn Profile:

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2. Project Work Section

Project Title:

Digital Transformation and Organisational Behaviour Strategy – Case Study of The Warehouse Group (TWG)

Overview: Owing to my educational career, I recently studied an Organisational Behaviour (OB) course at ICL Business School, whereby, as a part of the overall assignment, the task with the responsibility of researching, critiquing and analysing The Warehouse Group (TWG) a New Zealand retail brand, which is relatively popular among customers and has a large number of workforces. The task of the project was to explore the organisational behaviour concerns experienced by TWG in the domain of digital change and formulate a strategy of change that should be performed by the leaders. This was done in our analysis by combining theoretical and practical aspect and showing how behavioural issues affect the organisational effectiveness and the well-being of its employees.

Objectives:

The primary objectives of the project were to:

- Outline the major OB issues, especially high turnover of staff, low employee participation, and change resistance in TWG.
- Offer a strategic change plan with Kotter 8 Step Change Model in view of the requirements of a moving retail business.
- Use motivational, leadership and cultural theories to provide workable and ethical resolutions that reflect the vision of TWG in its reasonable transformation via digitalization.

My Role and Contribution:

In this project, I took on a **leadership and coordination role** and was actively involved in several critical components:

- Undertook extensive researches on the history of TWG, its organisational structure, HRs activities, and its current digital projects.
- Examined the existing HR practices and employee engagement solutions to detect gaps that hurt the morale and productiveness of the teams.
- Coordinated the perusal, compilation and revising of the final report on academic terms and schedules.
- Considered applicable theories of organisational behaviour in our analysis, so our recommendations were solid and well-grounded in the academic literature.

Theoretical Framework Applied:

Our solutions and analysis were grounded in well-established OB and leadership theories, including:

- **Herzberg's Two-Factor Theory:** to discover the hygiene (e.g., pay, job security) and motivators (e.g., recognition, career development) issues that affect the satisfaction of the employees.
- **McGregor's Theory X and Y:** to measure managerial assumptions regarding workers attitudes and its influence on employee rates of motivation and rates of performance.
- **Kotter's 8-Step Change Model:** is applied to develop an organisational plan of implementing digital transformation, resisting and generating organisational momentum.
- **Schein's Organisational Culture Model:** to analyse some beliefs, values and assumptions that influence the workplace behaviour of TWG and propose a culture-driven change.

Outcomes and Key Learnings:

- The project was very well-evaluated academically, and the grades were high, with praise of its good structure, theoretical nature, and practical applicability.
- I greatly developed my leadership abilities primarily in the ability to coordinate teams, manage time and resolve conflicts.
- I enhanced my capacity to critically use the theories of OB in objectively challenging organisational issues and developing viable solutions to them.
- The experience has taught me to develop in the sphere of collaborative communication, active listening, and inclusion of difference opinions into a collective strategic vision.

- Other areas where I have made progress would include: professional report writing, problem solving and the use of academic research to inform business decision making.

3. Professional Development Section

3.1 Personal Learning Goals:

As I progress through my studies and prepare for a professional career in business strategy and operations, I have outlined a set of **personal learning goals** to enhance my soft skills, self-management, and overall effectiveness as a future leader.

- **Enhance Time Management through SMART Goal-Setting and Daily Planning Tools:**
I intend to work on my skill to balance between the academic, work, and personal roles through Specific, Measurable, Achievable, Relevant, and Time-bound (SMART) goals. Some planning tools like Google Calendar, Trello and Notion will also be introduced to keep me organised, prioritise and prevent last-minute pressure.
 - **Improve Public Speaking through Toastmasters and Peer Practice:**
As a part of a plan to get out of my fear of making formal presentations, I intend to join a local Toastmasters club in two months. This will have a systematic way of practicing public speaking, receiving comments and growing confidence in handling and creating professional and appeal messages before different audiences.
 - **Develop Technical Proficiency in Data Tools:**
I will take online classes: with a breakdown in Power BI, advanced Microsoft Excel and data visualisation. This will enable me to analyse business performance in a better way and facilitate data driven decision making.
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3.2 Professional Learning Goals:

I have specific objectives to overcome my career path towards career goals in the areas of interest in my business operation, consulting, and digital transformation strategy. The objectives will assist me to develop a sense of visibility, attractiveness, and competence within the corporate environment.

- **Secure a Graduate Position in Business Operations or Consulting within the Next Six Months:**
My short-term career objective would be acquiring full-time graduate employment in a well-respected organization that emphasizes innovation and sustainability. On the one hand I am especially interested in roles that are related to strategic planning, operational efficiency or digital transformation projects. To do this, I will perfect my CV, rehearse my interviews skills and submit my application to at least three similar jobs a week.
- **Expand My Professional LinkedIn Network to 500+ Industry Connections:**
Networking is a requirement in modern professional world. My goal is to be actively on LinkedIn networking with peers, alumni, and other industry professionals. I will engage in the conversation, contribute to the discussion based on my academic achievements and attend webinars or events to increase my recognition and establish myself among professionals in the business and consulting field.

- **Launch a Monthly Blog Series on Sustainable Business Trends:**

As a way to prove to be a thought leader and remain up to date on global business trends, I will begin to write and publish a monthly blog on sites such as LinkedIn or Medium. These blogs will entail green innovation, corporate social responsibility and ethical leadership in the digital era. This program is going to assist me in improving my writing and education on industry trends and help me to become more of a prominent voice in the responsible business strategy.

3.3 Updated CV: Make sure to upload or link a PDF version of your CV with the following sections:

- Personal Information
- Career Objective
- Key Skills
- Education
- Professional Experience (ABR Hospitality, etc.)
- Projects & Certifications
- Referees

4. Reflective Learning Section

Post 1: Organisational Behaviour and Leadership

Key Learning: Kotter's 8-Step Change Model

In the module of Organisational Behaviour, the concept of Kotter 8-Step Change Model was one of the most debilitating ones that I worked on. The framework is a step-by-step guide to execute effective organisational change, which begins by generating the sense of urgency and concludes with cultural entrenchment of the new practices. The point that caught my attention was that early buy-in and the importance of keeping and supporting momentum is critical through having a clear vision and short-term wins.

I used this model in our group assignment of The Warehouse Group (TWG) and we considered the problem of staff disengagement and high turnover. The Kotter framework assisted us in creating a vision, balanced and realistic change plan based on closing leadership gaps and the cultural resistance. As an example, we stressed on the importance of developing a guiding coalition among the middle level managers and the adoption of visible wins like employee recognition schemes.

It is through this experience that I learned how resistant to change can be due to limitation in communication and lack of engagement and is not only as a result of individual reluctance. Through a systematic procedure, I was able to acquire an understanding of how to foresee such problems and create interventions to address them before they happen. This model will prove beneficial in the further leadership role and particularly in digital transformation scenarios where the force of resistance is possible to find fraternally followed by a fast level of adjustment.

Post 2: Cross-Cultural Management

Key Learning: Hofstede's Cultural Dimensions Theory

I gained some important knowledge of the role which national culture plays in determining workplace behaviour, during our module on cross-cultural management when we studied Cultural Dimensions as put forward by Hofstede, which included power distance, individualism vs collectivism and uncertainty avoidance. Now, I understand that assumptions, values, and methods of communication related to different cultures can be highly different and that such differences may benefit or complicate the collaboration of a team.

Such learning was especially useful in a cross-cultural project team, when a misunderstanding that arose between culturally diverse team members resulted in the tension. Some team mates were keen on direct approach and making decisions swiftly and others on consensus and someone above them. Through some research with consideration to the dimensions by Hofstede, I understood that these discrepancies were not individual, but cultural. Based on this insight, we attempted to modify the way we communicate--namely, we encouraged open forms of communication whilst bordering on the cultural sensitivities of all persons.

This contemplation also stressed the value of cultural intelligence (CQ) in the current diversified work climate. It also reminded me that inclusive leadership is not about treating each person equally, but about appreciating and capitalising on our cultural differences in an attempt to make a team more cohesive and productive. To continue, I hope to work more to improve this ability, particularly as I anticipate working abroad in international positions in business strategy or business consulting.

Post 3: Business Ethics and Sustainability

Key Learning: Triple Bottom Line (People, Planet, Profit)

The introduction of the idea of the Triple Bottom Line (TBL) during the business ethics classes made a significant impression on my vision of the corporate success. This model underlines that the companies should evaluate their performance not just by profit, but also by the way they treat people and planet. It made me question my previous belief that profitability and ethics are the mutually exclusive spheres, as, in fact, I had learned that ethical and sustainable practices can create long-term value.

One of the times I used this framework is in an analysis of a retail company that was alleged to be green washing-aggerating in their claim to be environmental friendly than they really were. Through TBL model, we determined their performance in terms of social responsibility, environmental sustainability and economic transparency. This enabled us to establish discrepancies between what they project in their branding and what the realities of their operations are, and then suggest ethical enhancements such as open sourcing and consultation with stakeholders.

This consideration made me want to incorporate the ideas of sustainability into my business plans of the future. Having considered my experiences in the field of operational activities, as well as the possibility of starting my own business consultancy in the future, I would be happy to advance business models that are not only successful and profitable but also socially responsible ones. Ethics and sustainability are not options anymore, they are a must in the creation of consumer confidence, employee allegiance, and government adherence.

Post 4: Report Writing and Referencing

Key Learning: APA 7th Edition Referencing and Academic Writing Skills

One of the key competencies I could develop in the process of completing this course was academic writing, especially learning to use the APA 7th referencing style consistently. First, I struggled to control the usage of the sources along with the quality of the content but the practice and the feedback helped me include the credible sources and refer to them correctly to argue my arguments.

The significance of structure, clarity and evidence-based approach was on display when it came to assignments related to the annotated bibliography and business strategy reports. I understood that not only ideas provide a source of academic credibility, but also their presentation and support. I increased the academic integrity of my submitted work by applying proper referencing and using peer-reviewed sources.

This has come with boosted confidence in writing both professional and academic text. My assignments are now handled in a more organized way - I plan what I am going to say, do some research on literature links, as well as incorporate in-text citations throughout the writing process. I also use citations tools and peer reviews to reduce the possibility of errors.

In the future, these writing and referencing skills would help me outside of university. When consultants or managers are involved, it is imperative to be able to write convincing data-supported reports that are foundational for the strategic decision making and communications with the stakeholders.

Post 5: Digital Business Environment

Key Learning: Digital Readiness and Business Adaptability Post-COVID

Among the main themes involved into our coursework was the fact that the COVID-19 pandemic has raised the pace of digital transformation in industries. Businesses had to move their operations online, apply remote working practices, and use online tools in engaging their customers. I discovered that digital readiness recently became one of the key success drivers to compete and be resilient in times of uncertainty.

This realization encouraged me to learn more about how companies rely on Customer Relationship Management (CRM) systems, automation and cloud-based systems to become more efficient and more agile. On the one hand, I started to track the digital trends at such websites as Harvard Business Review and TechCrunch, and, on the other hand, I took a basic CRM course to know how data-driven marketing functions.

This reflection has helped me understand that tech-savvy can no longer be considered an advantage; it is a modern day professional competency. I have learned to value how digital transformation is not simply the usage of tools, but it is also the way of thinking embrace the concept of lifelong learning, constantly being able to innovate and adapt.

In the future, I will spend more time on such tools as the Power BI, Tableau, and digital marketing platform. Not only will the experience of these skills sustain my career inclination in strategy and operations, but also enable me to play a role in any organisation where I will join processes on music digital innovation.

Post 6: Peer Feedback Reflection

Feedback Received: Improve Pacing and Clarity in Presentations

In one of the group presentations, one of my colleagues gave me some useful suggestions that were that I talk slower and become more paced so I can make sure that I engage with people and my speech remains clear. First of all, I was not aware that my speech would be perceived better should I not talk too fast, particularly in multicultural context where English could also be the second language of a listener.

Such response motivated me to reconsider my style of delivery. I started rehearsing using a timer, recording of my voice, to determine tone and clarity, a practicing of pauses in between vital information, so the audience grasps the points. I also viewed the videos of the good speakers to see how they construct the body language, how they pause or how they communicate by eyes to the people.

This effected a difference in my subsequent presentation. I got positive feedback that I was more confident and understandable and that I was more in control during the session. This time made me realize that feedback, when received in the constructive spirit can be an amazing developmental tool.

In the future, I will still take the initiative to solicit the opinion of peers, do dedicated speeding and seek to use platforms such as Toastmasters to improve my performance with regard to speaking publicly. Leadership is mainly about communicating and I will work on establishing good communication as one of my profession strengths.

5. Visual Layout/Presentation Format (10 Marks)

Choose an easy-to-use platform like **Wix, Google Sites, or Canva** to create your ePortfolio. Tips:

- Use clean, consistent colours and fonts
- Include a homepage with navigation to each section
- Embed documents like CV and project files
- Add icons or visuals related to your topics
- Make sure your site is mobile-friendly

Structure:

- Home
- About Me
- Projects
- Career Development
- Learning Reflections
- Contact

