

KUMAR HARSH

Targeting: Operations Head/ HR Head/ Recruitment Head

Industry Preference: any

Location Preference: Delhi/ Noida/ Gurgaon

(1st) (2nd) (3rd)

✉ harsh3142@gmail.com

☎ +91-9871961620

Profile Summary

- › A strategic level professional offering **15+ years'** experience in driving large engagements such as Business Operations Management, Business Plans, monitoring P&L, Budgeting & Cost Control, Cash Flow Management, Procedures & Policies formulation, HR Operations, Recruitments, Sales Support, Compliances, Staffing, Projects rollout, Skill Development Projects, Vendor Development & Management
- › Excellence in clearly understanding business needs & requirement, translating the same to **HR functions**, extensively strategizing for HR functions, setting up processes within HR, designing and implementing a holistic **HR strategy** to meet short- & long-term business goals & challenges
- › **Senior Recruiter and Staffing Professional** with a track record of reducing hiring costs, improving retention rates, expanding diversity hiring, and meeting or exceeding corporate staffing goals; **showcased excellence in the successful hiring of Leadership team for the organization**, whenever required
- › **Capability in leading end-to-end** operations, process, people, stakeholder and customer management, continuous improvement in metrics & SLA, automation, training & performance management; successfully optimized the KPIs/ KRAs for better business projections and conversion visibility
- › **Key People Leader**, successfully led and motivated team towards growth and success in the organization; created a clear & compelling view of future through coaching and execution; groomed the team with expertise on various facets as per requirement of the organization
- › **Innovative and Result-driven Leader** with success in **building relationships with upper-level decision makers**; capabilities to nurture the strategic relationships with relevant stakeholders
- › **Gained experience across different sectors like IT, E-Governance, Staffing, Start Ups, E-commerce, Training and Online Media**

Core Competencies

Business & Operational Excellence

Strategic Planning & Execution

Budgetary & Cost Control

Decision Support & Mgmt. Reporting

HR Operations

Recruitment & Staffing

Process Improvements

Team Leadership & Mgmt.

Soft Skills

Decision Making

Time Management

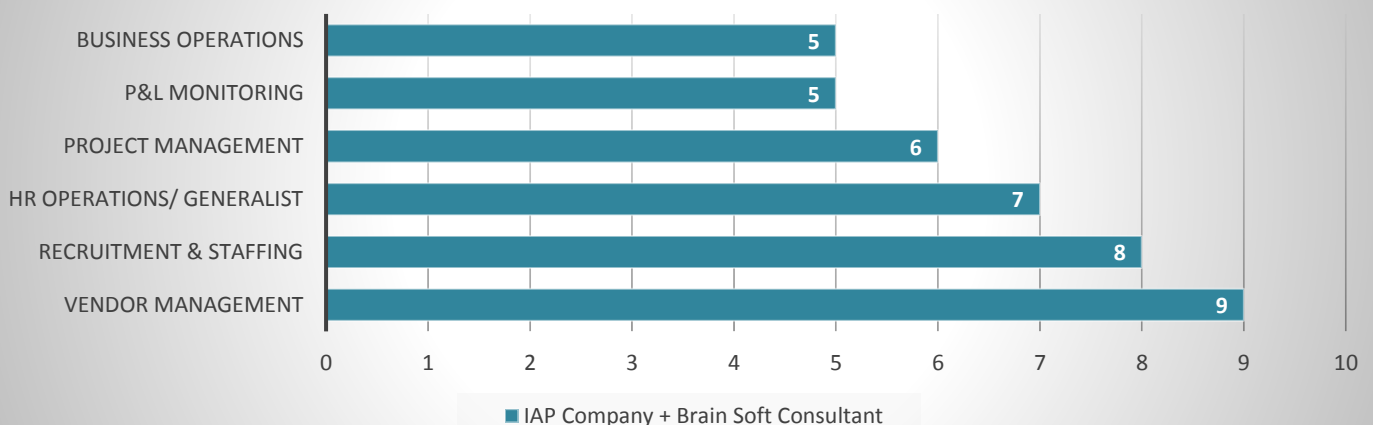
Problem Solving

Good Listener & Communicator

Interpersonal

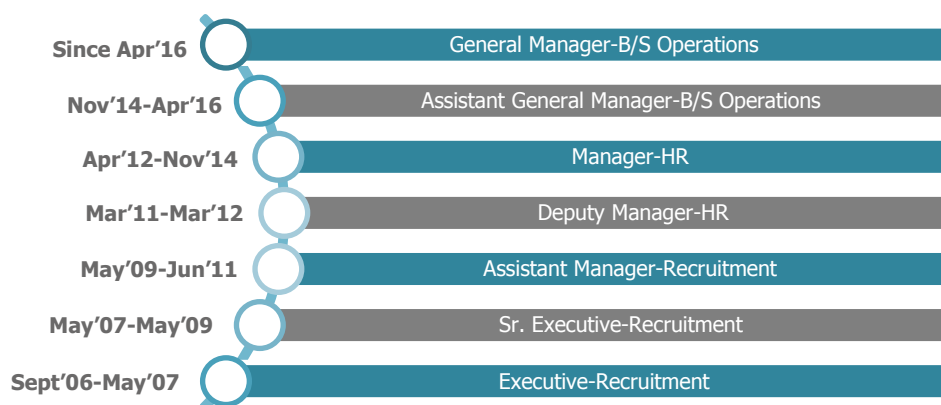
Analytical

Domain Expertise (Years)



Growth Path

In IAP Company Pvt. Ltd.



Notable Accomplishments Across the Career

As General Manager-Operations

- Initiated the enterprise staffing venture and successfully contributed in generating of INR approx. 2.7 Cr. annually in 2 years
- Generated revenue of INR 26 Cr. in 1 year with running staffing projects from government clients.
- Ensuring and Monitoring the P&L activities and development of strategies for Aadhar Project rolled out in 16 states of India; improving operating margin and market share through efficient service and channel management
- Recognized & played a key role in starting up new venture named as merishop.com (integrated shop for products on B2B model)
- Proven excellence in working on additional profiles such as:
 - Product Manager to design and develop software products for HR & recruitment and kept building roadmap with the Tech Team and coordinated with Sales Team to deliver the product as per the estimated timelines
 - Principle Officer for new venture-merishop.com; qualified examination conducted by IRDAI (Insurance Regulatory Development Authority of India)
 - Successfully managed technical project (CMS based websites development) for ERNET India (government client) in FY 18-19 and 19-20, supervised a team of 4 technical resources and dealt with clients.
 - Played a key role in CMMI L3 certification

As Manager-HR

- Showcased excellent involvement in company's restructuring and turnaround process
 - Worked closely with turnaround specialist, an external professional engaged by board of directors
- Effectual in building Leadership Team according to new business offerings, formulated new culture & values as per the revised vision of the company and developed strong HR function as well as policies & process and automated them
- Steered efforts in managing complete HR functions for 1200+ employees working in the company's premise and onsite
- Led the successful implementation of:
 - Process of defining employees' goals and mapped their achievements by using balance score card system
 - Incentives Program, Reward & Recognition and Group Medi-claim Health Policy
 - C&B exercise and Annual HR Budget, Competitor bench marking and market research.
 - Implementation of a complete HR automated system.

Deputy Manager-HR

- Showcased excellence in extensive travel management in India & Japan for more than 600 delegates, partners and support staff who traveled to Japan
- Represented the organization during the summit at Tokyo

Professional Experience

Since Sept'06: IAP Company Pvt. Ltd., India as General Manager-Operations

Key Result Areas:

- Directing the finalization of annual business plans of all business verticals with Business Units' Heads, MD & CEO
- Monitoring P&L and cash flow management for all the businesses
- Enhancing the value of various units through process improvements initiatives
- Preparing and controlling operational budgets and planning effective strategies for the financial wellbeing of the company
- Ensuring that:
 - Business Unit Heads get all kind of intra-departmental support in achieving revenue targets of INR 105 Cr per annum in total
 - Resources are hired and allocated to the projects as per the business plans
 - Building of marketing collaterals for all the departments as per the future road map and vision of the company
 - Business units (technical or non-technical) adhere with the process and meet the project compliances
- Preparing and implementing annual budget and capital expenditure for the business operations including HR, Marketing, Expansion, Overheads & so on
- Reviewing bid documents and commercial for IT and Non-IT projects and finalizing them with MD & CEO
- Establishing new HR and business operations policies that promote company vision and culture
- Steering quarterly board meeting with all Business Unit Heads on company's progress, challenges and future agendas & so on

- › Developing and maintaining cordial relationships with partners / vendors (IT Companies, Recruitment Firms, Skill Development & Aadhar Projects, Service Providers, CA & LAW Firms & many more)
- › Designing and driving the partner/ vendor registration and management software product development till UAT
- › Managing skill development projects operations including bidding, project implementation and project closure
- › Acquiring Investor and participating in building long-term (5 years) company's roadmap and due diligence

Previous Experience

Jun'05-Sept'06: Brain Soft Consultant, Delhi as Executive-Recruitment

Education & Credentials

PGDIM (System & HR) from Xavier Institute of Social Service, Ranchi in 2005

Personal Details

Date of Birth: 22nd February 1980

Languages Known: Hindi & English

Address: Malviya Nagar, South Delhi