



**CAPTAIN MUKULRATAN GOKULRAJ SHARMA**

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*A competent professional with 28 years of success, driving benchmarks in the Indian Army & Indian Navy and other organizations with comprehensive knowledge in the following fields*

Strategic Planning Human Resource Management Transportation Management

Logistics Management Operations Management Facility Management

General Administration Security Management Recruitment Employee Welfare

A keen strategist and a dynamic go getter with expertise in managing independent operations & ensuring optimal utilization of resources. Experienced in handling operations entailing planning, budgeting & resource deployment. Proficient in developing & streamlining systems with proven ability to enhance operational effectiveness & meet operational goals within the cost, time & quality parameters.

Significant expertise in managing a wide spectrum of human resource management functions entailing training & development, performance appraisals, employee relations with a view to secure a sound work culture. Played a stellar role in motivating and handling personnel in multifaceted situations.

A veteran with demonstrated abilities in HRM, Man Management, Training & Development, Competency Mapping, Transport Management, Materials Management, Resource Optimization, Security Management and General Administration.

Expert in handling materials and logistics operations involving budgeting, procurement, vendor development & materials supply. Adept in implementing cost saving measures to achieve reduction in terms of raw materials, procurement costs and logistics cost.

Exceptionally well organized with a track record that demonstrates self motivation, creativity and initiatives to achieve both personal and corporate goals. Superb change agent with a talent for recruiting, motivating and developing other leaders with an equal desire to win and excel. A minute detailer and trend setter with the desire to remain on a cutting edge.

***Key deliverables across the tenure***

***HRM***

Overseeing smooth implementation of HR policies for manpower planning, recruitment, selection, induction, motivation, orientation, appraisals and development of the workforce.

Implementing training & development initiatives for improved productivity, building capability and quality enhancement; facilitating Management Development Programs.

Monitoring proper administration of incentives, wages & salary of the staff.

Ensuring prompt resolution of employee grievances to maintain cordial management-employee relations and managing personal relations.

***Personnel Management :***

Manpower : planning, Recruitment-Attraction and Retention, Performance Management, Training & Development, Payroll Administration, Talent Management, Employee engagement, labour management , Statutory compliance, People management , grievance handling.

Industrial Relations: Interacted with employees, to improve industrial relations and to make improvement in productivity, strategic meeting with union and communication to them as per the organizational needs. Organized and conducted meeting of various committees which included workers and executives, handled day to day IR issues, negotiation with union, long term and short term settlement with union.

Discipline: Initiated disciplinary procedure as and when required.

Grievance Handling and Counselling: Handed grievances of employees on day to day basis, counseled employees whenever required to improve discipline, industrial relation and productivity at workplace.

Contract Labour Management: Handled the contract labour, engagement of contract labours, resolved issues relating to them.

Statutory Compliance / Legal : Ensured timely compliance under Factories Act, Payment of Wages Act, Employment Exchange Act, Minimum Wages Act, Contract Labour (Regulation & Abolition Act) and for various Acts under Labour Laws. Coordinated with advocates to take up relevant cases in desired direction. Represented Company in Legal matters.

Administration and Liaisoning: Interacted with Local Administration and various Govt. authorities to handle situations arising out of law and order problems, industrial relations and land related issues.

Training and People Development: Identified training and developmental needs of employees and organized the same with the help of external and internal sources and monitored the effectiveness of training.

Welfare and Community Development: Looked after welfare activities for employers. Identified the local villages and the developmental activities to be carried out in these areas as per the Company's policy.

## **Recruitment**

Worked closely with the Functional/ Business Heads and other Key Managers to develop a Recruitment Plan in line with the approved business plan, executed the same and achieved desired results which were in conformance to the internal HR needs.

Maintained Timeliness & Quality standards on the Recruitment front.

Ensured cost management with respect to recruitments.

Adopted Headhunting & Employee Referral sources for extensive hiring.

Created a pipeline for adequate hiring across all verticals.

Designed, developed & released advertisements in newspapers/ magazines/ portals

Carried out Management, reference checks.

Conducted salary negotiation & closure of position, Offer rollout.

Carried out and arranged for post offer/ pre-joining handholding , - Campus Recruitments,

Empaneled Recruitment Consultants along with Job Portal Access Management

Ensured sufficient choice of suitable candidates is available to select from,

Ensured availability of candidates meeting specific job criteria and cultural fitment ,

Used appropriate selection tools (including knowledge / skill / psychometric testing)

Incurred minimal costs by leveraging alternatives to hire.

Maintained Recruitment HRIS/ MIS/ Budgets

For executing the above role, complied with the set processes, applicable regulations, strived to productively utilize the company resources .

## **Training and Development**

Organized trainings for organizational development, management development, employee development to achieve the desired goals of the company.

Prepared training and development programs for in-house & external trainings.

Provided training and assistance to all employees for proper functioning.

Conducted meetings with employees to explain the roles of employees and supervisors in the successful operation of the performance appraisal system.

Conducted needs assessment to determine company training needs.

Developed long and short range goals for implementation of training programs.

Evaluated training programs for effectiveness.

Recommended revisions to the Organizational Development department.

Registered staff for various trainings to implement the annual Training Plan.

Maintained a data of faculties both from within and outside the organization.

## **General Administration**

Overseeing all administrative tasks across military establishments/ private Units in India, including facility management, procurement/ logistics, price negotiation, communication, housekeeping services, food, travel, transport and fund management.

Developed/ strengthened standard operating procedures, internal control systems.

Supervised Engineering Support services and their optimum capacity utilization, cost control and resource maximization.

Canteen Management including pantries, cafeteria, executive dining.

Vendor Management: Identification of suitable Vendors/contractor, negotiation & finalization of various AMC.Managed vendors, contractors, and suppliers.

Ensured equipment & services are of acceptable quality, competitively priced, & delivered on time.

Maintenance: Handled / planned preventive maintenance and upkeep of all assets.

Budget :Managed budgeting for operating expenses of support services-transport, emp- events & canteen.

Developed and implemented cost saving initiatives against benchmarks through appropriate initiatives.

Liaised with the government/ governmental bodies for various coordination activities.

Handled various events and other hospitality functions by working in close coordination with other units and with various other personnel.

## **Facilities Management**

Handled day to day management of facility, monitoring operations of systems, identifying issues, following with vendors, maintaining record of equipment.

Handled forecasting, budgeting, procurement, distribution and consumption of resources; selecting and developing vendors for meeting various facility requirements of organization. Monitored incoming & outgoing materials

Managed all aspects of facilities management and administration for various sites across locations, developed a robust framework for facilities management while implementing best practices, ensured cost rationalization and adhered to compliance .

Managed and developed the team to deliver against business objectives.

Designed and implement the facilities control framework for various locations.

Oversaw the projects, managed all the changes happening in the facilities and transport system and synchronised the policies in line with the changes.

Planned and monitored the budget for all the sites by tracking variance in the cost and analysed alternatives.

Understood the business requirement for setting up new sites in advance, evaluated cities/locations based on certain parameters and presented to the management.

Evaluated and selected the vendors and approved vendor contracts for the site.  
Co-ordinated with the finance ,procurement and commercial team.  
Designed group security policies and initiated corrective actions in the facilities management domain from the business profitability perspective.  
Implemented process improvement initiatives across sites for cost rationalization and better service.  
Co-ordinated for ISO audits by, providing relevant data along with preparation of statutory compliance report.  
Liaised with the clients to provide updates from a facilities management perspective.  
Represented the company at various forums and conferences.  
Established vendor SOPs to track and evaluate performance on a regular basis with feedback to the management.  
Prepared monthly management report, incident report and vendor performance report.

### Transport Management

Responsible for entire fleet operations (trailers and trucks)  
Implemented setting up policies /strategies for economical & effective operations  
Maintained extensive network with transport companies  
Managed transport contractors & vendors. Improved the control over Transport service and operational cost.  
Provided transportation service for overtime, holiday work, weekly off work employees and ensured conveyance allowance is paid to them whenever necessary.  
Increased the service level & the support level to core inter production departments and supporting departments  
Identified and deployed the right vendor  
Briefed drivers and staff to control vehicle accidents  
Controlled the maintenance expenditures & fuel expenditures  
Driver management – ensured proper deployment, training  
Supported the decisions of the transport committee  
Complied all the statutory compliances related to transport  
Pool Cars: Maintenance and management of company pool cars, taking care of service, RC renewal, deployment etc.  
Verification of bills submitted by company drivers as well as vendors and forwarding it for payment  
Oversaw transportation arrangement for tracking the running expenses of vehicles including monitoring drivers, transport planning as well as the route optimization, besides other operational parameters.  
Preparing reports on accidents, conducting research & analysis for minimizing road misshapeness.  
Planning & sourcing of vehicles for the company (on contract basis).  
Maintenance of vehicles.  
Accident prevention and safety.  
Transportation of supplies, troops and ammunition from one location to another.  
Carrying out transport operations independently.  
Truck convoys planning ,In-transit monitoring,Loading and off load scheduling.  
Invoicing from customers,Transport control & parking

### Cash Management

1. Overall Accountability for Branch Operations
2. Managing ATM & Business points in the Area
3. Effectively handling Day to day Logistics, Operations, route optimization & maintenance
4. Identifying & managing risk factors during operations Analyzing operations carried out with proper infrastructure, like manpower, vehicles, trunks, locks etc.
5. Fleet Management
6. Liaison with government bodies (RTO, Police and Local Municipal officials etc.)
7. Manpower Management & Handling Employee Relations matters
8. Provide efficient and effective Customer Service to achieve higher customer satisfaction levels.
9. Effectively handle process related improvements
10. Hiring, Managing and developing a proactive professional team
11. Regular maintenance of vehicles & vehicle records Regular check of vehicle fitness/insurance/RC Copy
12. Conduct Regular Audits Keeping close watch on process adherence & conduction surprise audits.
13. Employee Engagement.
14. Facilitating Audits by bank and third party appointed by banks
15. Supervising Processing activities and adhere to processes to mitigate risk due to procedural faults.
16. Effectively handle customer queries and develop customer relations for retail as well as corporate customer.
17. Visit customers when enquires for new business are raised.
18. Overlook entire gamut of cash activities from pick up/ delivery to reports .
19. Address grievances of staff pertaining to operation.
20. General administration

### Security Management

*Looking after the welfare, security and discipline of personnel and their families. Arranging security of personnel, materials and installations.*  
Overseeing all administrative tasks across military establishments/ private Units in India, including facility management, procurement/ logistics, price negotiation, communication, housekeeping services, food, travel, transport and fund management.

Handling and Deploying Internal Security Associates.

Planning Security Assessment

Conducting Risk Assessment/Internal Security Survey

Conducting Internal Audits

Handling Overall Sites for the GROUP in Mumbai. (South Mumbai, Mumbai Suburbs & Thane)

Drafting Process, & Policy and Implementing on Grounds

Handling Day to Day Incidents and accidents.

Preparing MIS / Budget for security

Liaison With Local Authorities/MMRDA & BMC

Conducting Trainings & Inductions for New Joinees

Looking after Bills/Contracts/AMC & Their renewals.

Parallel Reporting to Managing Director (Owner)

Conducting routine inspections of the facility to maintain physical security and protection of assets.

Monitoring closed circuit television systems, Fire Alarm System and their maintenance if applicable.

Enforcing company standards as they relate to security and safety procedures.

Participating in the training of new hire Associates in matters of loss prevention and outsourcing agencies loss prevention and safety programs.

Conducting quarterly fire safety audits, safety inspections & effectively communicating hazards to key holder on duty.

Ensuring physical security by controlling access of associates and visitors, along with maintaining visitor control log.

Developed/ strengthened standard operating procedures, internal control systems.

Supervised Engineering Support services and their optimum capacity utilization, cost control and resource maximization.

Canteen Management including pantries, cafeteria, executive dining.

Vendor Management: Identification of suitable Vendors/contractor, negotiation & finalization of various AMC. Managed vendors, contractors, and suppliers

Ensured equipment & services are of acceptable quality, competitively priced, & delivered on time.

Maintenance: Handled / planned preventive maintenance and upkeep of all assets.

Budget : Managed budgeting for operating expenses for support services like transport, employee events and canteen.

Developed and implemented cost saving initiatives against benchmarks through appropriate initiatives.

Liaised with the government/ governmental bodies for various coordination activities.

Handled various events and other hospitality functions by working in close coordination with other units and with various other personnel.

Ensuring availability of man & material for execution of technical and administrative jobs.

Planning and monitoring security arrangements involving preparing security plans and deployment of security personnel, etc.

Implementing stringent systems / measures to establish and maintain high security standards in compliance with prescribed statutory norms.

Coordinating with security guards for negotiating and executing maintenance of office security.

Imparting training to Security staff, Technical Staff & House keeping staff about Fire Precautions, Operating Extinguishers & Evacuations in case of Emergency

#### **Skills/ Competencies :**

- Demonstrated strong verbal and written communication skills to positively influence behaviors and outcomes.
- Ability to guide and influence leadership
- Excellent time management skills and ability to prioritize
- 28 years of people management experience
- Problem Solving
- Goal Orientation
- Ability to handle pressure and deadlines
- High level of integrity and honesty
- Co-ordination and networking skills

#### **Career Recital --28 Years Service**

##### **SECURITY SERVICES INDUSTRY**

Jan'11 to Date with CISS Ltd., Mumbai as General Manager (HR & Admin)

##### **BANKING INDUSTRY**

Apr'09-to Nov 10 Dena Bank at Bhuj (Gujarat) as Sr.Manager- HRM

##### **GENERAL INSURANCE INDUSTRY**

(Oct'02-Nov'08 ) at Mumbai & Lucknow

Oriental Insurance Co. (PSU) as Specialist Administrative Officer (-Personnel )

##### **CEMENT INDUSTRY**

(Dec'00-Jun'02 ) at Gulbarga, Karnataka

Vasvadatta Cement (B.K. Birla Group) as Departmental Head (Manager)

##### **STEEL INDUSTRY**

(Dec'97-Dec'00) posted at Pen, Raigad, Maharashtra

Ispat Industries Ltd. (Lakshmi Mittal Group) as Sectional Head (Dy.Manager)

##### **INDIAN ARMED FORCES**

Sep'87-Sep'97 with Indian Army as Company Commander (Captain)

##### **Academia**

M.A. (Political Science) from Kakatiya University -June 1995.

**B.A. in Public Administration from Kakatiya University –May 1989.**

**Additional Qualification**

**MBA Specializing in Personnel Management & Industrial Relations from Symbiosis Institute of Management Studies, Pune – Dec 1999.**

**P.G. Diploma in Training & Development from ISTD, New Delhi –June 1995.**

**P.G.Diploma Logistics & Resources Management-Rohilkhand University-May 1994.**

**Diploma in Industrial Security, Safety, Fire Protection and Human Resources Management from Ministry of Defense –June 1997.**

**Licensing-- Attained Licentiate ship, Associateship, Fellowship in General Insurance from Insurance Institute of India.**

**IT Skill Set--Desk Top Publishing (Word, Excel, PowerPoint)- Aptech Computer Institute, Alibag.**

**Courses in Army--Transport & Logistics Management Course from ASC School, Bareilly.**

**Command Fire Fighting Course from Northern Command.**

**Membership from:--Indian Society for Training and Development, New Delhi**

**✦ Symbiosis Institute of Management Studies, Pune**

**✦ Insurance Institute of India, Mumbai**

**✦ Port Facility security officer (PFSO)-DG Shipping**

**Personal Details--Date of Birth--7<sup>th</sup> June 1968 Marital Status:Married No. of Dependents:04**

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**Passport Details:G 8508309 (29/04/2018) Driving License Details: MH03/H/93/6033 LMV,Mumbai**

**Languages : Can Speak ,Read & Write- English Hindi Marathi Current Location—Lucknow)**

**Career Profile**

**APPENDIX**

**I have carried out the following roles / duties / functions / responsibilities in the steel / cement / insurance / banking / industries as well as transport & logistics units of the Indian Army and am capable of handling any responsibility entrusted to me in Human Resource Management department:**

**Overall contributions towards the Company Goals as a Admin & HR Head**

- a ) Contributed towards organizations strategic and operational HR Goals in alignment of Business Objective .**
- b ) Contributed towards change management & Business focus solutions in fast moving environment**
- c ) Developed one year and three year business plan in conjunction with Leadership**

**Annual Budget Preparation**

- a ) Developed annual budgets related to the Human Resource team in conjunction with Chief Financial Officer.**
- b ) Carried out Periodic monitoring of expenditure incurred & took appropriate action to ensure that budgets are not exceeded.**

**Recruitment & Retention**

- a ) Planned recruitment requirements in consultation with Heads of different functions for current financial year in a phased manner.**
- b ) Managed complete recruitment lifecycle for sourcing best talent from different modes after freezing the organizational manpower requirement.**
- c ) Developed recruitment procedure and one line common template for effective smooth functioning**
- d ) Established role clarity from day one for the new staff for maximum individual productivity.**
- e ) Established retention measures to retain Key Employees and new employees by introducing various beneficial programmes**
- f ) Designed and implemented realistic individual career growth plans in accordance with the business / company growth plans.**
- g ) Implemented Secondment plans for key positions for smooth future occupation.**
- h ) Conducted exit interviews and implementing action plan.**

**Performance Management Systems**

- a ) Oversaw , developed and implemented the effective organizational appraisal process.**

**Training and Development**

- a ) Established and run an in-house Training Center for continuous training & learning of employees.**
- b ) Carried out scientific assessment of training needs of all the employees.**
- c ) Designed and implemented an Annual Training Calendar.**
- d ) Designed and implemented pre-training & post-training assessment / evaluation tools to continuously improve upon the efficacy of training.**

**Industrial Relations and Administration**

- a ) Liaised with labour department and prepared and executed IR policies / procedures along with implementation of the same.**
- b ) Negotiated and amicably settled issues among the workforce , staff , officers , managers and unions arising due to time office , salary and wage administration matters etc.**
- c ) Ensured healthy employee - management relations in the organization , by encouraging workers to voice their opinions on common platforms and promoting employee involvement in improvement activities.**
- d ) Handled worker related issues , meeting workers one to one , conducting meeting , group head meetings , grievances redressal , counselling and retaining star performers and managed general administration matters.**

**Policy and Change Management**

- a ) Conceptualized and documented a comprehensive HR Policy and Procedures Manual.**
- b ) Aligned the HR Policy in accordance with the corporate business plan.**

c ) Documented the HR practices and processes and introduce innovative HR best practices

d ) Implemented practical development programmes which lead to tangible improvement in individual and organizational performance.