

Who Says Elephant Can't Dance

NISHANT KHANDURI (30-August-1979)

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- Passionate French Linguist & a Serial Entrepreneur by choice, Aspiration & Intelligence is what truly defines me. I have a passion for my work, which multiplies the energies around and draws people to work with me.
- Process & Performance driven professional with **18+ years'** exp. in **Marketing (incl. International), Branding, Sales Augmentation, Management Consulting and Business Operations.**
- Proven **Research & Analytical** skills; Curious yet Focused & Reliable. Assessed business strategies of clients, including analysis of working capital, process workflows, target market positioning, bottom-line inefficiencies & new business opportunities.
- Well-travelled with multi-cultural background / cross-cultural appreciation and ability to understand different markets' needs. Initiated, developed & established business relationships in **Brazil, Argentina, Mexico, USA, UK, MENA, Thailand, Australia**, etc.
- Worked with some of the best-known brands including **Narendra Modi Prime Ministerial Campaign** (Citizens for Accountable Governance), **IBM, Orange, TeamLease**, and serviced organizations across sectors e.g., **Bose, Microsoft, American Express, E&Y, DePuy Synthes, Pepsi, Samsung, KPMG, Oliver Wyman, Ericsson, Coke, DuPont, Becton Dickinson, Cushman & Wakefield, Harsha Engineers, Ecolibrium Energy, Badve Engineering**, and many more.
- Humbled to have consulted Start-ups, MSMEs, Corporates, Educational Institutes & Not-for-Profits. Have been getting invited as a **speaker** / guest lecturer / industry faculty to address & share my experiential insights with leaders & professionals across the industry e.g. **Nestlé South Asia Leadership, CII Skill Development Conference, UPES Business Analytics Conclave**, and many more.

KEY COMPETENCY AREAS

✓ Organizational Strategy & Performance:	✓ Marketing – Development, Influencing & Analytics: both Traditional & Digital	✓ Business Development & Sales Augmentation: direct Top Line impact
✓ International Marketing: Brand Development & Positioning	✓ Luxury / Quality Brand Promise & Delivery	✓ Market Intelligence & Industry Trends
✓ StartUp & New Business Strategist	✓ Strategic Partnerships / Alliances	✓ Solution Architect / Business Analyst
✓ ROI Optimization & Impact Analysis	✓ Leadership Development & Succession Planning	✓ Project Management – Strategies & Execution (Digital & On Ground)
✓ Business Process Standardization & Improvements	✓ Client Relationship Management / Key Account Management	✓ Program Design & Implementation

PROFESSIONAL QUALIFICATIONS

- Attended Post Graduate program in Human Resource Management from **XLRI School of Business and Human Resources**, Jamshedpur, India – 2010 (couldn't complete this)
- **Post Graduate** in Management Studies from **The College of Central London**, London – 2003 (7-Oct-2002 to 13-Jun-2003)
- **Bachelor** in Arts from **Delhi University** in 1999 (1-June-1996 to 31-May-1999).
- Certificate in **French** Language Efficiency from **Alliance Française de Delhi** – 2011
- **Diploma in Computers** from National Institute of Information Technology, Delhi - 1999
- **Certificate in Computing** from Indira Gandhi National Open University - 1999

TOOLS & LANGUAGES KNOWN

MS Office, PeopleSoft & other ERP systems (developed, managed and improvised), understand Software & Hardware architecture.
French & Portuguese (intermediate), Spanish (elementary) English & Hindi

MY COINED QUOTES

- Build an Attitude to Reach the Altitude ©
- LEADERSHIP - Long-Term; Entrepreneurial; Adventurous; Dare; to Execute; Real-time; Solutions; Helping; Individuals; to Perform©
- Agile People; Robust Processes©
- 4 Cs of Charisma: Compassion, Competence, Confidence, Credibility©

ENTREPRENEURIAL JOURNEY

Beyond First Impressions	First this was a Partnership firm & now Proprietor	Marketing & Management Consultant	5-Dec-2014 till date
3 years.			
<p>This is my own company which I had first started as a partnership firm. However, the partner resigned within 4 months. But I haven't been able to dissolve this partnership. The documents which I have for this company are: ITRs & Computation sheets for 16-17 and 17-18. I also have balance sheet & P&L statements, and bank statements, client contracts, client invoices, client testimonials / work reference letters on the letter head of my client (duly signed & stamped), form 16A.</p> <p>Recently, July'17 onwards I have got this company registered as a proprietorship in my name and have secured GST registration. In this period, I have done one assignment and received payment also for which I have the proof.</p> <p>In between the period – from starting this partnership firm till registering this company in my name as a proprietorship firm, I did two assignments with my name i.e. the payment happened to me directly instead of happening to the current account of my company. I have all the ITRs, client invoices, client contracts, client testimonials / work reference letters on the letter head of my client (duly signed & stamped), form 16A.</p>			
Citizens for Accountable Governance	Founding Member & Management Consultant	Indian PM's Branding & Marketing Campaign	10-Dec-2013 to 31-Oct-2014
11 months			
<p>For this company, I have everything including the work reference letter in the format of VETASSESS proving my roles & responsibilities as a Management Consultant. However, this company doesn't exist anymore. But I can give the references of my ex-colleagues who worked with me and they can be called and/or emailed by VETASSESS to confirm.</p>			
HireRight Staffing Solutions	Founder & Owner	Recruitment & Management Consulting	13-Apr-2011 to 28-Nov-2013
2 years			
<p>Unfortunately, I didn't include my name in the above company – HireRight. It had my father as director. Hence, I don't have any document to prove that I earned money from this company, even though I was handling all the operations. This company was sold / transferred – we have all that proof.</p>			

CORPORATE JOURNEY

Soma Networks Software Engineering	HR Business Partner	08-June-2009 to April 2011
1.5-2 years (consider only 1)		
<p>This was my last journey as an employee. This company filed for bankruptcy and hence we had to move out suddenly without documents. I have lost appointment letter and salary slips. I only have an offer letter on email and two salary slips. However, I can get a notarised 'self-declaration' from my ex-colleagues who worked with me in this company. They can produce their authentic documents as proof, stating that they worked in this company and write on a notarised letter that I worked in this company too as</p>		

a Management Consultant – Will this work? Will I be able to claim experience points for this period?

TeamLease Staffing Solutions	Deputy General Manager – Business Process Improvements	21-May-2008 to 5-June-2009
1 year		
I have everything for this company including appointment letter & work reference letter. However, the appointment letter mentions the designation as Business Process Improvement Specialist in Relationship – Key Account Management Department and then later on I was promoted to DGM. I am about to get the work reference letter from this company on their letter head where my role would be mentioned as of a ‘Management Consultant’		
Orange Business Services	HR Consultant	16-July-2007 to 8-May-2008
4 months (because we cannot claim anything beyond the last 10 years i.e Jan’08)		
I have the appointment letter & experience certificate for this company. However, I might not be able to get a work reference letter. Also, the designation which I had was of “HR Consultant”. Will I be able to claim experience points for this period?		
The below experience will not be considered because it is of before the last 10 years. Still I am sharing the details for your perusal.		
IBM Daksh Business Processes	Deputy Manager - Strategic HR	07-Nov-2006 to 13-July-2007
TeamLease Staffing Solutions	Senior Manager – Client Services	07-June-2004 to 06-Nov-2006
Wings Customer Care	Business Development Manager	12-June-2003 to 4-June-2004
Exl Services	Customer Service Executive – Voice Process	11-June-2001 to Aug-2002
Efunds International	Team Member – Transaction Processing	31-Mar-2000 to 8-June-2001

➤ **Entrepreneurial Venture –**

Mentioned below are the details of my assignments which I have done for different clients as a **“Management Consultant” – Independently or in the name of my firm “Beyond First Impressions”**. I have the “Statement of Service” / “Work Reference Letters” from these clients.

- Chief Strategy Officer: Sep’16 – Sep’17. Client: 45 years’ old Engineering enterprise foray into Medical Devices (Decisive role in increasing Revenue to triple digits in million / direct impact on Bottom Line with 30% savings)
 - Executive Coach to the Managing Director / Owner. Personality transformation & leadership competency development of the MD through
 - Initiate & drive Brainstorming Sessions – share & discuss ideas & strategies
 - Delivered influence through Soft as well as Direct ***influencing techniques***
 - Moved from Efficiency to Effectiveness through Time Management, Multitasking yet Focused Approach, Sharing Best Practices, Advising Books & Articles to Read, Travelling together to meetings / international conferences, Daily Task Updates, etc.
 - Direct impact on Top Line through:
 - Revenue & Cash Flow Strategy – drove ***incremental Sales by 87%*** through augmentation tactics & receivables management - Bus Dev; Pipeline Mgmt; Channel Partner Dev; Cross Selling
 - Data Based Decision Making - Market Penetration Analysis; Customer Value Analysis; Product vs Customer Integration.
 - Established ***International Presence*** & Branding including - Market Intelligence & Analysis; Digital Penetration (created & improved client’s online presence); Established Strategic Business, Industry & Academia Partnerships;

- Developed Brand Value & managed communication
 - Designed & developed **Communication Collaterals** (Flyers, Brochures, Catalogues, etc.)
 - **Wrote content** for the collaterals, website & other online properties.
- **Penetrated International Market** – Researched, Profiled, Targeted, Approached & Closed new bus.
 - Identified, Targeted & Participated in **international conferences**. Designed & executed market entry strategies & tactics
 - Executed Pre-event & Post-event Strategies, Networked & Established Contacts, **initiated Strategic Partnerships**.
- Human Capital Development (Created key positions, identify HiPots; Acquired & Managed Talent)
- Have augmented Bottom Line through:
 - Organization Design & Effective Governance
 - Have Implemented People, Process & Technology interventions
 - E.g. Designed **indigenous organization wide ERP** system.
 - Sales forecasting, budgeting & review – resulted in **direct impact on sales effectiveness**.
 - People & Process Efficiency & Effectiveness – Developed Agility in People & established Robust Processes
 - Identified Process Gaps; Standardized & Improved Processes. Established a **seamless & integrated internal communications process** resulting in shortened dispatch process.
 - Establishing Data & Performance Driven monitoring of People & Processes. Saved **significant revenue leakage by establishing a sound ‘goods-return’ policy & process**.
 - Tangible & Actionable tactics on Receivables & Payouts management. **Reduced credit period & managed debits**.
 - Effective cross functional & cross-vertical integration & communication. Has resulted in blocking leakages – **stopped & prevented multiple miniscule financial leakages**.
 - Bringing Financial Probity in the company (including tracking & improving Receivables)
 - Data Mining & Analysis

Have made a tangible & commercial difference to the business by employing a hands-on & results orientated approach.

Created & Augmented the Aspirational Value of the client and established the client as The Thought Leader in its industry.

- Executive Coach: Mar’15 – Aug’15. Client: 5 yrs. old IoT Startup
 - Executive Coach to the CEO of the organization. Supporting him in Strategic Business Decisions & Executions on the following area
 - Marketing & Branding Strategy – tangible & actionable tactics to increase the “Brand Awareness” and “Value Proposition” communication.
 - Conducting Market Research & gathering Market Intelligence
 - Devising Brand Campaigns
 - PR Strategy: positioning, interviews / talks, media relationship, blogs / articles, customer

testimonials, etc.

- Sales Augmentation by implementing Sales Effectiveness & Acquisition strategies, tracking & performance reviews.
 - Organization Capability Development – putting in people & process interventions & policies
 - Supporting in raising funds for expansion & growth by advising & sharing market intelligence on Debt, VC/PE, SME IPOs & Strategic Alliances
 - Leadership development & Succession Management
 - Advising on Best HR Practices & facilitating implementation
 - Organization Culture & Values Articulation
- Sales & Management Consultant: May'15 – Aug'15. Client: 25 yrs. Automation & Manufacturing Enterprise
 - Marketing & Branding interventions including company profile, product catalogues, digital presence, customer outreach, agency identification & management.
 - Marketing & Sales Integration (took the revenue from 420 million to 600 million within six months)
 - Organization restructuring & redesign

➤ Management Consultant – Citizens for Accountable Governance – December'13 – October'14

Taking the brand to each & every stakeholder by making it converse in the language of the recipient. Designing, Developing & Executing direct (visible) & indirect marketing & outreach strategies & actionable items to augment the "Aspirational Value" of Brand Narendra Modi.

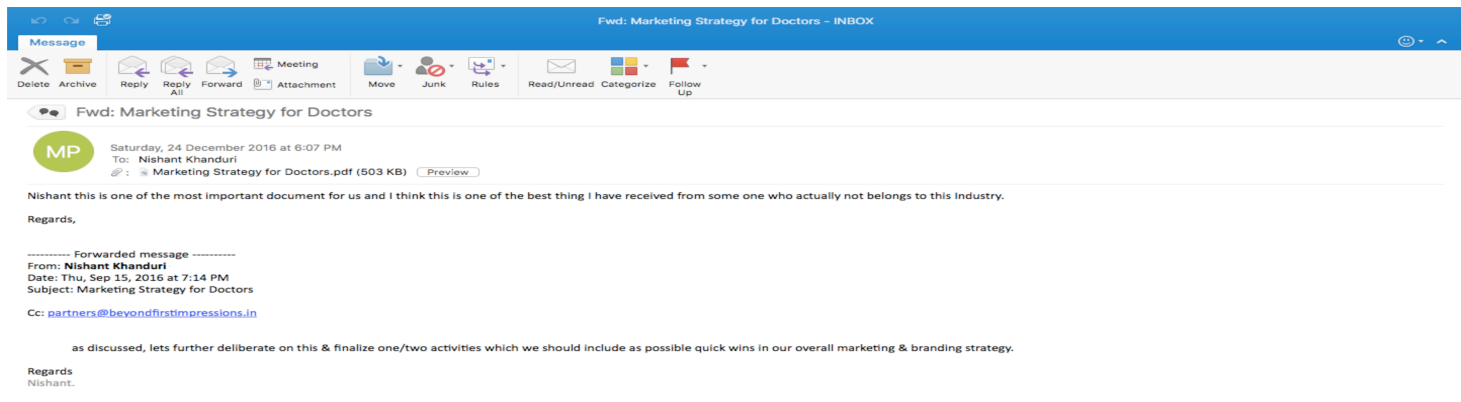
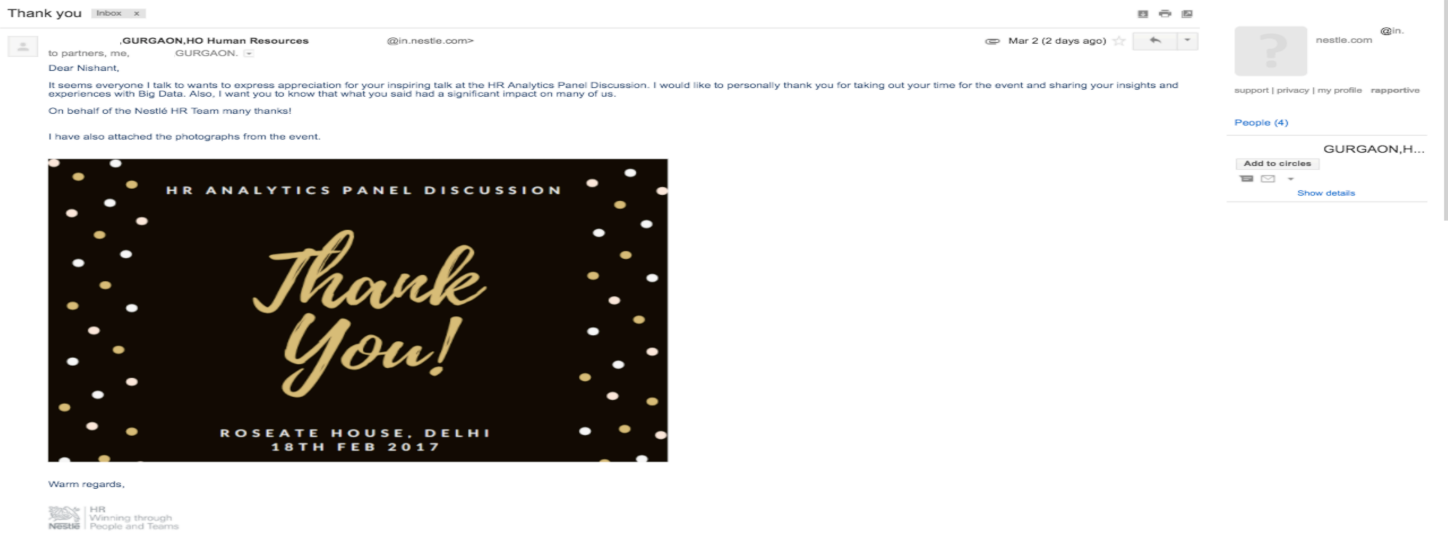
- Chapter Launches
 - Set up CAG Chapter of Delhi & Madhya Pradesh and built 'Volunteer Base'
- Chai Pe Charcha
 - Launched the first 'Chai Pe Charcha' on 12-Feb-14 and handled the entire execution at the Gurgaon location. Executed multiple events across locations
- Youth Activism, Political Advocacy, Social Advocacy
- Conducted multiple 'volunteer meets', organized multiple events/campaigns including
 - Voter Registrations & Pledge to Vote
 - Recruitments & Training Programs for Volunteers, Booth Pramukhs on Campaign, Monitoring, Communication & Team Management
 - Voter Identification & Locality Survey
- On ground intelligence gathering
 - Preparation of PC Manifesto through locality meetings; One-on-One Interactions, Booth & PC Level Surveys & Suggestions
 - Rallies, Networking Events for Doctors, Businessmen, Traders, Professionals, Teachers, Market Associations, College/Educations Institutes, Industry Associations & many more
 - Door-to-Door marketing; Dark Zone Activations & Strengthening Party Roots
 - Interactions & Interviews with Influencers & on-ground workers to understand voting patterns

- Digital Media Management & Campaigning
 - Facebook, Whatsapp, Emails, SMS, Instagram
 - PC FB Pages, content, graphics, media & competitor intelligence
 - Online Surveys & Analytics
- Local Traditional Media Tracking
- Candidate Profiling & Manifesto Analysis
- Managed & Facilitated 3d rallies across India & multiple Bharat Vijay Rallies across Madhya Pradesh

SOME ACHIEVEMENTS & CONTRIBUTIONS

- **Successfully scouted & captured new business opportunities** for my client's first ever foray in the international market resulting in huge aspirational value & newer vision & improvised mission.
- Have **Generated Revenues** for both my ventures (HireRight & BFI) as well as contributed to the Top Line growth of my clients.
- Designed & implemented effective Brand strategies, Marketing & Communication tactics resulting in a visible increase in the Aspirational Value of my clients. **Have been appreciated by every client** (can provide tangible examples).
- Ideated & Implemented the first ever '**MSME CEO Conclave**' in Ahmedabad at Karnavati which got traction from Corporates & coverage from local & national media
- Initiated and implemented **Organization Restructuring and HR Strategy** project along with **Hay Group** in CAG & independently in two other clients.
- **Lead all the Campaign Initiatives** for the state of Delhi & Madhya Pradesh i.e. Chai pe Charcha, IDI, Surveys, College Activations, Bharat Vijay Rallies, 3D rallies, etc.
- **EXCELLENT ACHIEVERS AWARD** (Best Employee Relations & Business Partner) – India HR @ Orange Business Services
- **Star Performer & Best Leader** for the quarter Jan 06 – Mar 06 for both high volume & valued client relationship management (based on recommendations by clients as the trusted advisor to them)
- **Best Client Servicing Team** for the quarter Jan 06 – Mar 06 & Apr 06 – June 06 consistently.

Below are screenshots of couple of examples of appreciations I have received from my clients



Till above was the detail of my 'Entrepreneurial Journey & work as Management Consultant'. I do have and can provide all the references from my clients including "Statement of Service" letters confirming my work as a "Management Consultant".

Below mentioned (starting the next page) is my corporate career (when I was employed with different MNCs). Here also, I've played the role of a Management Consultant especially in my employment from June 2004 till October 2006 & with TeamLease Services Pvt. Ltd.

Even in my other roles of Human Resources, I have performed the duties of a "HR Management Consultant"

Corporate Work Experience Length

- ✓ 08-June-2009 – March 2011: HR Business Partner, SOMA Networks Software Engineering Pvt. Ltd.
- ✓ 21-May-2008 – 5-June-2009: Deputy General Manager – Business Process Improvements, TeamLease
- ✓ 16-July-2007 – 8-May--2008: HR Consultant, Orange Business Services
- ✓ 07-November-2006 – 13-July-2007: Deputy Manager – Strategic HR, IBM Daksh
- ✓ 07-June-2004 – 06-November-2006: Senior Manager – Recruitments & Client Relations, TeamLease Services
- ✓ 12-June-2003 – 04-June-2004: Manager – Staffing, Wings Customer Care

Work Experience Breadth & Depth (Jobs & Duties which I have performed in all the above employments)

➤ **Business Development (Hunting):**

- Business strategy, pricing & promotions for profitability & competitiveness
- Exploring potential business avenues, developing and implementing result oriented plans for achieving predefined targets.
- Acquisition of New Businesses from large corporate. Design SLAs & Deliverables as per Client Requirement.
- Pipeline Management and Prospecting
- Monitoring competition and devising effective counter strategies. Network within the industry, community, businesses, and customers to stay current on issues affecting prospects. Competitor Mapping.
- Evolving market segmentation & penetration strategies to achieve targets (horizontal penetration within the existing clients).

➤ **Client Servicing & Key Account Management (Farming):** Handle end-to-end recruitment cycle for clients & managing relationships.

- Complete ownership of the Recruitment process: Sourcing, Screening, Pre-qualifying, Short listing, conducting preliminary interviews, arranging interviews with the client companies and placements.
- Initiating and developing relationships with key decision makers of key clients.
- Ensuring Client Satisfaction by achieving delivery and service quality norms. Ensure strict adherence & deliver as per the agreed SLAs with the client (both on Permanent and Temporary Staffing). Client Servicing and Relationship Management, on Recruitment & Payroll (payroll only for Temp Staffing – outsourced on our rolls) for over 105 clients across the country.
- Understand recruiting demand and skills profiles for clients and develop effective staffing strategies and hiring plans accordingly with an objective to improve hiring results, customer satisfaction, productivity and cost-efficacy.
- Responsible for end-to-end delivery of the search assignment. Identification, interview and evaluation of potential candidates.
- Built up appropriate and multiple recruitment sources (e.g. Job Boards, Referrals, Social Media, LinkedIn, Facebook [Beknown], Cite HR, etc.) to ensure timely closure of current positions & gear up for projected hiring
- Managing relationship with the business leaders in the business units / clients in a proactive manner. Networking with business community for rapport building & Business Development
- Understand the client's organizational structure, relationships and culture, to deliver better.
- Consulting/Counselling client in candidate selection, Candidate Assessments and Short listing. Candidate profiling / Competency Mapping and key candidate nurturance.
- Managed a Team of 52 employees. Assigning clients and mandates depending on team member's competencies vs. client requirements and ensure best delivery of candidates to the clients.

- **Manpower Planning & Talent Acquisition:** Make various strategies for talent acquisition based on the respective function / business unit's need.
 - Manpower Resource Planning & Budgeting, Need Analysis and capacity planning based on the business projections and exit forecast
 - Involved in budgeting for the organization based on business understanding and developing the projected manpower structure, including salary budgeting
 - Continuous review of the manpower plan in relation to the changes in current and future business needs.
 - Worked on curtailing recruitment costs.
 - Recruited, built & ramped up for functions across sectors e.g. Sales (Retail, Institution, Enterprise), Business Operations (Banking, Telecom, IT, Retail, Real Estate, FMCG, Media & PR, Consulting, ITES), Support services (Accounts, Human Resources, Supply Chain, Finance, Administration & Facilities mgmt., Pre-Sales, etc.).
 - Ramped up the functional / operations / sales teams of various functions at various locations across the country e.g. Vizag, Vijayawada, Ahmedabad, Jaipur, Chandigarh, Delhi, Gurgaon, Mumbai, Pune, Bangalore, Chennai, Hyderabad, etc.,
- **HR Business Partner:** Advice & Consult on complete portfolio of HR programs and processes, HR Best Practices. Coach business managers & develop vigorous HR Strategies. Enable line management to achieve overall business goals & targets.
 - Shared responsibility & accountability for meeting business targets by providing HR input on Hiring, Motivating & Retaining employees.
 - Relationship Management for over 105 internal & external clients across the country o Arranging and attending conference calls with various departments & participating in Customer Calls with the function managers.
 - Closing positions through regular hiring review with managers.
 - Gather market intelligence and present the same to business head & managers, on recruitment, compensation, performance, attrition trends, etc. Competition, product & customer input
 - Support to business managers on
 - o Job Analysis & Descriptions (Hay Methodology)
 - o Performance Reviews, identifying top talents, Promoting performance driven culture
 - o Training Need Analysis, Training Plan & Delivery
 - o One-on-Ones with employees
 - Disseminate the proper understanding of defining JOBS, KRAs to the Line Managers.
 - Work with business managers & external consultant (Hay Group) to design & deploy organization wide career progression framework, create its linkages with other existing HR processes like promotions, compensation, performance appraisal, etc.
 - Curtail Attrition by implementing various transactional & relational strategies.

- Forecasting exits and proactively deciding means to curb them.
 - o Building a performance driven and rewarding culture in the organization.
 - o Encouraging & reinforcing through multiple channels of formal & informal communication to promote openness and transparency across hierarchical levels.
 - All-hands meet, New Hire engagement, Roundtables & Skip meetings, Road Shows / Leadership floor walk / Build your brand / Idea box, etc.
 - o Working out various “Reward & Recognition” programs based on the business objective & budget to appraise and retain employees
 - VIP program – Recognizing Value, Initiative & Performance
 - Performance based deferred retention bonus
 - o Working with the business managers on mentoring & career development program.
 - o Enhance employee relations through Motivational activities e.g. celebrating festivals, celebrating successes & many more
 - o Help business managers in identifying & retaining top talent at the same time recognizing the weak links and working on various strategies to strengthen them.

➤ **Performance Management:** Manage the complete performance management cycle. Focus on filtering out non-performers by linking performance to training & performance to reward.

- Triggering the annual performance appraisal event.
- Ensuring employees / managers update & track their KRAs & IDPs through the HRMS – PEOPLESOFT
- Preparation of increment matrix and payout matrix for Annual Increments.
- KRA review and rating with HODs and preparation of Variable payouts.
- Identification of Individual Developmental needs and communicating the same to T&D.
- Promotions, Transfers & Salary Increases (Annual & Off Cycle)

➤ **Compensation & Benefits Management**

- Provide strategic inputs on flexible pay plan, rewards and recognition framework for individual as well as teams category.
- Develop guidelines for retention bonus, sales incentive plans and R&R schemes.
- Design framework to align compensation policy with target market. Participate in annual compensation surveys. Identifying comparator basket, pay ranges, etc.
- Salary benchmarking for all positions. Ensuring internal parity & 100% accuracy on Job mapping o Reporting & calculation of Variable income component payout. Manage salary increments, corrections & bonus calculations.
- Discussions with business managers on new hire salaries, annual salary increases, bonus, out of cycle, etc.
- Annual compensation analysis & updating/revising compensation structure based on market surveys.

➤ **Talent Management**

- Tracking & managing employee movements, events in their individual profiles to be used as a feeder for identifying Top Talent
- Triggering off discussions for job rotations (list of people ready for a role change), career pathing, succession planning
- Mapping current openings with employees who ready for role change.
- Discussing individual profiles & action plan with Business / HR Head. Maintaining action plan and career path sheets for individuals
- Maintaining organization charts and people movements based on broad business plans
- Facilitating the identification of critical positions/skills & determining if adequate back up available
- Facilitating the identification if some part(s) of the organization are starved of talent.

➤ **HR Policies / Processes Standardization, Analysis & Improvements:** Design new policies, modify existing policies, rework on existing HR processes to make them more suitable for the current business scenario and ensure reinforcement of these policies / processes

- Share industry best practices covering entire gamut of HR activities
- Ensure Implementation & Adherence of HR Policies & Procedures across the organization
- Recommend process changes (across teams)
- Analyse key data issues, patterns, and trends to identify their implications
- Identify and develop insights about how to resolve recurring or intractable problems or issues
- Identify and prioritize opportunities for process improvement / reengineering
- Identify process and service line problems that limit Performance
- Document and make improvement suggestions for basic processes (i.e. functions and flows for key processes such as recruitment, induction, payroll, invoicing, salary release, client engagement)
- Ensure process documentation at all levels (internal & external)

➤ **Training**

- Conducted Special Training Programs on Communication Skills, Telephone Etiquette, Selling Skills, Interview Handling Skills, and Customer Service Skills.
- Facilitated development of training initiatives for enhancement of competencies.
- Facilitating training across levels through mapping of skills across levels and analysing existing level of competencies.
- Organized & facilitated workshops / training programs o Track training implementation through LMS

Achievements at SOMA Networks:

- ❖ Hired 70 perm employees across the organization (Sales, Deployment, Testing, NOC/TAC, OSS/BSS, Supply Chain & Procurement) within a span of 1 year.
- ❖ Hired more than 150 temp employees (sales DSTs, installation engineers, customer service representatives, etc.)
- ❖ Restructured the Compensation Structure by introducing Flexi Components & benchmarking through Mercer.
- ❖ Introduced a one-time 'Retention Program' (Deferred payment) and curbed attrition

Achievements at Orange:

- ❖ EXCELLENT ACHIEVERS AWARD (Best Employee Relations & Business Partner) – India HR
- ❖ Benefits Restructuring - Introduction of GTL & GPA policies. Recognized in the Quarterly International HR Conference for my efforts in introducing & streamlining the Medical Insurance benefit
- ❖ Project Lead – All major HR Project Initiatives & Management

Achievements at TeamLease:

- ❖ Star Performer & Best Leader for the quarter Jan 06 – Mar 06 for both high value & volume placements and client relationship management (based on recommendations by clients as the trusted advisor to them)
- ❖ Best Client Servicing Team for the quarter Jan 06 – Mar 06 & Apr 06 – June 06 consistently.
- ❖ Launched and Stabilized Delhi, Jaipur & Chandigarh Client Servicing Team.
- ❖ Raised the organization (my geography) from 1800 to 12000 customers (outsourced employees) within a span of 2.5 years, thus increasing the revenue.
- ❖ Launched & established new centres / offices at Delhi, Jaipur & Chandigarh.
- ❖ Orchestrated the participation of my organization in the first ever BPO JOB FAIR resulting in good business in all the three verticals of Placements, Franchisee & Retail Training.

June 03 – May 04

Wings Customer Care Pvt. Ltd.
[Manager – Staffing]

Work Profile:

Recruitment & Selection -

- **Leadership of Recruitment** for our Call Center, Corporate center & Placement of trainees.
 - Handling a team of placement executives & responsible for staff motivation.
 - Handling all aspects of recruiting, right from understanding profile required, to searching for candidates through database and headhunting.
 - Manpower Resource Planning for our Call Center at Noida.
 - Issuing Offer Letters to new joins & maintaining their records.

- Setting and over-achieving Placement targets.
- Has streamlined the complete process of Placement as part of the ISO certification.
- Prepared Process Maps, Flow Charts & Manuals.

Training & Development -

- Conducting special Training Programs on **Communication Skills, Public Speaking, Telephone Etiquette, Selling Skills, Interview Handling Skills, Customer Service & Life Skills.**
 - Pre Induction Training of the voice rejects of various call centres like GE, V-Customer, Hutch, Cerafic etc. on Soft Skills.
 - Post Induction Training for our own Call Centre at Noida & for various other call centres on soft skills like Customer Service, Team Work, Tele Etiquette, Selling Skills, Life Skills, etc.

Marketing & Client Relations –

- Being updated on current market trends, clients and competition.
- Optimum client relations and follow up leads set up meetings and close business.
- Creating brand image & Media management.
- Smooth flow of a process from one setup to another.
- Channel Partners Relationship at various cities.

Achievements at Wings Customer Care:

- ❖ Successfully **initiated the new Call Center – Cerafic Technologies (I) Pvt. Ltd.**
- ❖ **Complete Staffing for the Call Center.**
- ❖ **Transitioned the whole process** of ITC Hotels Contact Center.
- ❖ Conducted **special training programs** & in turn helped people getting jobs and improving their personality.
- ❖ **Developed new Channel Partners.**
- ❖ Orchestrated the participation of my organization in the **first ever BPO JOB FAIR** resulting in good business in all the three verticals of **Placements, Franchisee & Retail Training** plus some other business leads.
- ❖ Successfully managed client relations so that Wings Customer Care has retained 85% of all clientele.

Oct 02- Apr 03

Gooch Designer Wear, Oxford Street, London
[Supervisor – Retail Men's Wear]

Work Profile:

- Handling a team of Sales Advisors and responsible for staff motivation.
- Meeting Daily / Weekly Sales Targets.
- Stock checks & Daily / Weekly accounts
- Handling payrolls of all the employees.
- Preparing Weekly Rotas for the staff members.
- Solving Customer's problems (Refunds and exchanges, Faults in the products, etc...) and meeting customer satisfaction.
- Merchandising.

Achievements at Gooch Designer Wear:

- ❖ **Promoted as Manager** within 3 months from date of joining.
- ❖ **Outstanding sales results**

11-June-01-August 02

Exl-Services (I) Pvt. Ltd. India. (100% subsidiary of Consecro Services, U.S.A)
[Customer Care Executive – Voice (Operation Services)]

Work Profile:

- Working in the **Customer Service** department of the insurance sector handling **Death Claims**.
- **Interacting** with the customers over the phone and processing on-line requests for claims.
- Meeting high **quality standards** while handling a call and satisfying a customer in terms of Calls Received, Call Time, After Call Processing, successful Completion of the Call, Escalated Calls, etc.

Achievements at Exl – Services:

- ❖ Successfully **Learnt, Migrated & Established** the complete Death Claims process from the client site, Indianapolis, Indiana, USA, to Noida, India.
- ❖ **Trained** new hires in the process.
- ❖ **Only member** to come up with **3 process innovations** i.e.
 - Prepared a Process Manual,
 - Prepared a Process Map
 - Prepared the process SOP
- ❖ Acted as the **Backup Supervisor** in the absence of the Team Lead

31-March-00 – 08-June--01

Efunds International, India.
[Team Member – Transaction Processing (Operation Services) & Team Member - MIS]

Work Profile:

- Processing on-line requests to print checks.
- Capture customer information from scanned order images and entering the same into a specially designed Customer Interface (CI) system.
- Meeting high quality standards keeping in mind Six Sigma levels in terms of Orders Per Hour, Accuracy (Defects Per Million), Training, Quality Process Reviews, etc.

Achievements at Efunds:

- ❖ **Initiated and developed a website** for the entire operations floor named “OpsOnline” with my fellow team members.
- ❖ Was handling “OpsOnline”. **Timely maintenance** of the site, performing all the updations, coordinating with all the functions involved like OPM, AQ, PA, Operations Teams and their respective websites.
- ❖ **Developed OCTOPAS** (Order Clarify, Codelines, Tick Sheets and Order Volumes Process Automation Software) for OPM (Operations Planning & Management) using Visual Basic, Access and Excel which **automated four different processes** at Operations Services into one centralized solution, in turn saving approx. **1000 man-hours** and **\$25,000 per year** (System became live on 2nd of April'01).