**DR. RENU LAMBA, B.E., MBA (Operations), PhD (Ex IAF Officer-Released at the rank of Flight Lieutenant)**

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**ACADEMICIAN / MANAGEMENT CONSULTANT (Green Belt Certified)**



**PROFILE**

* Dexterity in assessing changing market environs with an insight into the domains of market research, customer relationship management and capable of establishing new milestones through evolved managerial skills, like process re engineering, innovation management.
* Deft in implementing participatory methodologies to assess achievements-social and environmental impacts, effectiveness of activities, strategies and identification requirements to fulfil on project objectives esp in areas of financial inclusion.
* Dedicated resourceful and innovative professional offering extensive industrial experience of **over 22 years** across the industry; currently spearheading as **management consultant and visiting Faculty in University Institute of Applied Management Science, Punjab University, Chandigarh, Regional institute of Cooperative management and PEC University of Technology, Chandigarh. Handling mainly strategic Management, Business Prcess Re engineering, MIS, Technology Management, Innovation Management, TQM, Operations Research, Entrepreneurship, Sustainable Development etc.)**
* Written papers for International and national Journals of repute, Presented papers in national and international conferences. Reviewed a report of national level for the oxford university press. I am honorary member of Academic managing committee of Pravish Rajnam Centre for Management Studies; and Editorial and academic board of Pravish Rajnam journal of studies (ISSN 2348 -3652)
* Opportunistic to visit parts of **Europe, (Spain, Italy, UK, Germany, Holland, Gibraltar, Turkey), South America(Brazil, Coloumbia), Africa (Egypt, Libya), US(New York, Baltimore), Baltic States like Estonia and Lithuania etc to name few. Travelling has expanded my horizon and exposure, that has always helped in gaining edge in doing business.**
* Self-motivated, hardworking and goal-oriented, with a high degree of flexibility, resourcefulness and commitment

**Core Competencies**

**Micro Finance 🙞 Teaching and Research 🙞 Financial Inclusion 🙞 Feasibility Studies 🙞 Policy Formulation 🙞 Resource Management 🙞 Operations and Human Resources Development 🙞 Team Management 🙞.Digital Marketing**



**PROFESSIONAL EXPERIENCE**

**PEC University of Technology (Formerly known as Punjab Engineering College), Chandigarh Aug’08-Dec ‘12 present, Visiting lecturer (Economics Reform in India & Organizational Behaviour to B.E students, Strategic Management to ME Students), UIAMS, Punjab University, Teaching Operations to MBA students June’13 –till present**

**Key Result Areas**

* Managing classroom coverage of assigned subjects as per academic curriculum to students. Formulating syllabus and making it available to students after getting it approved along with learning objectives
* Devising and updating course content while Preparing Academic Daily Reports (ADR)
* Assuming overall responsibility of a devoted educator covering professional development, Assessment of Students and conducting staff meetings.
* Collaborating with fellow lecturers on lesson plans and perform administrative tasks viz. recording attendance, managing student portfolios and providing individual assistance to the students.
* Preparing and administering examinations, grade them in a timely manner, and providing feedback to the students
* Identifying areas of improvement while working with students and effectively coaching them to improve their performance consistently
* Proven ability to easily assimilate new ideas, concepts, methods and technologies
* Receiving consistently glowing evaluations from students and supervising administrators. Devising lessons, which captured the students’ imaginations infusing much needed enthusiasm.

**Regional Institute of Cooperative Management-Jan ‘17 till Present- Take all Courses for Director General-Resettlement, Ministry of Defence, for outgoing Defence personnel (other Ranks), Doing Financial Inclusion activity with them for Municipal Corporation of Chandigarh, on contract basis.**

**IMPACT Coaching and Training Services Pvt Ltd, Chandigarh (Continuing with them as a free lancer)**

**Worked with full time Jun’06-Jul’08**

**Trainer**

**Key Result Areas**

* Researched and made the presentations on the soft skills like Leadership, communication skills, time management etc…This is an ongoing process which is customized as per the client’s requirements.
* Designed the corporate training course as per the client’s requirement providing them day to day itinerary.
* Incorporated indoor and outdoor interactive activity making it more participatory- These are mostly innovated and designed by self. This can be as simple as Chinese Whisper in effective communication presentation or Clay modeling in team management or effective team work.
* Designed a feedback questionnaire, analyse the data collected from these feedbacks in the form of recommendations and implement it on the entire team.
* Organised and planned the courses of NDA and CDSE in terms of timetables, faculty, mock tests, reviews etc……Personal motivation and counselling is done for each individual.

**Transcriptionists India, Noida and smart Data Enterprises (I) Ltd Chandigarh Jun’01-Jun’04**

**Consultant - Human Resource & Training**

**Key Result Areas**

* Established recruitment processes and MIS to support recruitment decisions, which resulted quality recruitments. Provided in-house training related to operational topics like leadership, effective communications etc..
* Implemented Job rotations (making people to work on different technologies-in smartData) etc to reduce the attrition rate.
* Maintained the documents as per ISO specifications and participated as an internal ISO audit of the company

###### Indian Air Force, Bangalore, Mount Abu, Delhi, Jaiselmer, Mumbai, Pathankot May’94-May’00

###### Flight Lieutenant

**Key Result Areas**

* Responsible for maintenance and management of Air Defence Ground communication equipments, Safety and security of arms, ammunitions and personnel.
* Initiated long term planning and implementation as per the service policies and procedures. Also handling allocation of work to the task force as per capabilities and ranks and supervising it to the last details.
* Conducted classes for them to upgrade their knowledge and motivating them to remain abreast with the contemporary information in their fields.
* Reviewed and evaluating their performances, counselling. Also prepared reports and providing briefings to the superiors.
* Managed events like VIP arrivals viz their food, rooms, planning liaison officers etc., Mess parties, AFWWA melas etc…

###### Bee (Canon) Electronic Machines Ltd, Delhi Jan’94-May’94

###### Customer Support Executive

###### Usha Electronics, Delhi Jul’92-Dec’93

###### Customer Support Executive

###### Integrated PC Solutions, Delhi Sep’91- Jun’92

###### Marketing Executive



**ACADEMIA**

**PHD (Financial Inclusion and Microfinance), 2014**

Punjab Engineering College (PEC) University of Technology, Chandigarh

**Masters in Business Management (Operation Management), 2002**

IGNOU New Delhi

***Academic Project:*** *Study on organizational climate & leadership & Study of Internet service providers of Chandigarh.*

**Diploma in Marketing Management, 1996** IGNOU New Delhi

**B.E. (Electrical), 1991**

GEC Raipur

**Member of executive council of DSOI (Defence Services Officers’ Institute) sector 36, Chandigarh, looking after catering and General services.**

**COURSES AND CERTIFICATION**

* Six Sigma Green Belt Progemme from PTU Gian Jyoti school of TQM & Entrepreneurship, Mohali(Punjab)
* Digital Marketing Certification,(Digital Vidya), Online (currently doing)

**WORKSHOPS ATTENDED**

* Case writing workshop
* Research Methodology workshop
* Strategic Management

**Research Papers Authored & Presented**

* Authored (with my Research Guide) and Presented papers in various National and International conferences, the details are as follow:
  + “The value system of Microfinance practitioner under scanner-Microcredit bubble and self regulation- A case study from India”, presented the paper in **International conference** on Business Ethics, UBS PU, Chandigarh, on 22 December 2010 and published in the International Conference proceedings of the same.
  + “Problems faced by women entrepreneurship in India: An analysis”, presented the paper in National seminar on Entrepreneurship, PEC university of Technology Chandigarh, on 26th November, 2010.
  + “Management strategies in changing Economic scenario” presented the paper in **International conference** on Post recession: Mover and Molders, Prestige Institute of Management, Gwalior, on 10th January 2011 and published in the International Conference proceedings of the same.
  + “Recent Trends In Financial Inclusion In India” Presented the paper in **National c**onference on Inclusive Growth and Microfinance Access in Faculty of Management studies Banaras Hindu University, on 29th-30th Jan 2011, and published in the National Conference proceedings of the same, by Mc Millan India
  + “Impact of Microfinance vis-a-vis Millennium Development goal” presented the paper in **National conference** on Turbulent Business Environment: The Road ahead, 11-12 February 2011, in Gitarattan Institute of management, New Delhi and published in the National Conference proceedings of the same.
  + “Impact of Microfinance on rural women entrepreneurship” is under review for publication in Journal of Global Information and business strategy, ISSN no.0976-4925**(no confirmation received as yet).**
  + “Aadhaar (UID): A foundation for Financial Inclusion”, presented in a **National conference** on Inclusive & Sustainable Growth: Role of Industries, Government & Society, at IMT Nagpur on 15th and 16th July 9, 2011
  + “Genesis of the Regulatory System in Microfinance in India” published in “**DCAS Journal of Management and IT Applications**" (ISSN 2277 – 9728.)
  + ” Skill Gap: An Analysis and Role of Private Players” presented on 24th March 2015 USOL, Punjab University, Chandigarh.

**Trainings**

* Attended General Service Training at Air Force Technical College about developing leadership & Management qualities and knowing the general service procedures and practices.
* Trained Mountaineer from Nehru Institute of Mountaineering (Led an all women Indian Air Force Officers team to 19500 feet high peak of RUDUGAIRA Mountains in Gharwal Himalayas) & a Para jumper.



**Date of Birth:** 28th September 1968

**Languages:** Hindi, Punjabi & English

**References:** Available on request