



## 1. Mr. Rakesh Sharma

**Rakesh Sharma** is the Peak Performance Consultant and support people and organizations to achieve their personal and professional goals. He is a partner Consultant and Chief Advisor with **Top Rankers Academy of Critical skills**. He has got more than 27 Years of Corporate Experience. He has worked for leading organisations namely Bharti Airtel, Tata Indicom Ltd., Xerox Corporation, Pertech Computers, Indian Duplicators Ltd., His last assignment has been with Videocon Telecom Ltd as Head-National Retail.

Rakesh is an author, motivational speaker, management trainer and academican. He has a extensive experience in designing and Executing the organisational strategic objectives in the field of Human Resources, Talent management, Competency Management, Team Building, Contact Centre designing and Operations, Process Standardization, Service Quality assurance, Retail Management and Customer Satisfaction Research.

An Engineer by profession, Rakesh has done his masters in HR from Canadian School of Management, and obtained Post Graduate Diploma in Marketing Management from IMT Ghaziabad. He has co-authored the **bestselling book “CRM Concepts and Applications”**. Rakesh has done his certificate Course from **IIM Ahmadabad** in “Benchmark HRD practices” and “**IIM Calcutta in Project Management”** Rakesh is **Six Sigma Green Belt** Certified by **Motorola University**.

Rakesh has experienced working extensively in TQM environment with world leaders like Xerox and Fuxi Xerox, where he extensively worked on process reengineering and process designing. Rakesh presented his “**Business Process Re engineering”** work at **World Summit Fuxi Xerox Japan**. In Bharti Airtel he led the design and development of organization processes, implementation and audit of various processes.

Rakesh has done extensive work in the field of Training and Development. Starting his Training career as Technical Trainer, he developed his expertise in the field of **Total Quality Management, Management Development, Executive effectiveness, Team Building, Creativity and Innovation, Subordinate Development, Interviewing Skills, Law of attraction, Mind Power, Faculty Development, Train the Trainer, Individual Motivation and, Leadership Development, Customer Service, Call Centre Management, COPC implementation.**

Rakesh has been extensively active in academia and has developed and delivered interventions in the area of “**Creative thinking, Campus to Corporate, Personality Development and personal Coaching** of students for their career planning”. His flagship programme **Connecting to Taught** imparts insights to teachers and helps them enhance their Teaching skills

Rakesh has a unique methodology of training delivery on varied subject matter with a **mix of motivation, life skills enhancement and activity based training**. For various types of programmes Rakesh has been associated with **Maruti Suzuki, Buniyad Real Estate, EILM University, Bharti Airtel, Indian Oil, Delhi School of Advanced Studies, IFFCO, NTPC, BHEL, CCERT- Govt of India, Rico Industries, Geeta Instt of Management** and others.

## **2. V.Kumar Garg**

D.H.A., D.N.Y.S., Fellowship –Lifestyle Medicines (Apollo Hospital)

### **Solution for Stress**

**Lifestyle and Stress Consultant**

## **THE CONCEPT OF STRESS MANAGEMENT FOR GOOD WORK- LIFE BALANCE**

The biggest asset of life is Health. However, the pressures of long working hours create a work-life imbalance, which begins to take its toll on the health. Stress is the great thief, which steals time from our life span. It is the unseen mugger, which robs us of precious days, weeks, months and years unless we take action to protect ourselves. Regular Stress can create serious problems in Personality and **Surveys indicate that 70% of all doctor visits are initially due to Unmanaged Stress.** Stress affects the efficiency and effectiveness. It can undermine the relationship at home as well as on the job. Stress in this context simply means mental pressure; i.e. the pressures involved in doing a job. However in order to accomplish the task several problems have to be overcome, this causes tension & confusions in the body. Studies revealed that Executives suffered from psychosomatic stress ailments besides High Blood Pressure, Diabetes, Cholesterol and abnormal ECG other Stress ailments suffered include;--

**58% executives suffered frequent headaches.**

**12% suffered respiratory ailments including asthma.**

**53% had digestive problems including ulcers.**

**38% suffered from arthritis, backache & other joint problems.**

**25% suffered from various allergies & skin problems.**

**23% were unable to sleep well & suffered from insomnia.**

Besides If we talk about Indian medical studies, the conditions are really very serious in fact, as you must have aware that-

- India is known as the **DIABETES CAPITAL OF THE WORLD**.(highest Diabetes patients in World)
- By this year end India will be also known as **HEART CAPITAL OF THE WORLD**.

And many other studies which reveals the poor state of the health we are facing, and unmanaged Stress plays the major part in development of these deadly diseases.

### **Benefits for the workshop---**

Stress is one of the major causes of decreasing employee productivity. For every 100 work hours, employers pay an average of 2.78 hours of absences per employee; psychological problems account for 61 per cent of absences from work each year as well as over 65 per cent of employee terminations; two out of every three employee in India is a victim of stress. So these problems not only cost any organizations a heavy amount, but also reduce productivity and growth.

Our expertise not only teaches better way to deal with the problems but also provide practical solutions for every day Stress. We do not emphasize on the **YOGA - MEDITATION**, as it is practically not possible for buzy executives, rather than we suggest supportive diets – Behavior changing attitude, designed for MAN and WOMEN related differences. All these information are crafted in entertaining and easy atmosphere for easy understanding, resulting in saving lots of working hours and money of the organization, and also increase productivity and growth in long run.

#### **Area of expertise -**

- **Health Scan for Stress and Lifestyle related problems**
- **Counseling- sessions on relationships, parenting, handling pressures etc.**
- **Expertise in Corporate lifestyle and health problems.**
- **Employee Assistance Programme – for overall improvement in staff management.**

#### **CORE COMPETENCIES & CERTIFICATIONS**

- ✓ **Fellowship in lifestyle Medicine** from Apollo Hospitals.
- ✓ 3yrs diploma in **Naturopathy and Yoqa. (D.N.Y.S.)**
- ✓ **Diploma in Administration & Management** (Medical)
- ✓ **Certificate 50hrs. training course on Ayurveda and Yoqa from Indian Red cross Society, Delhi**

#### **(Other health Awareness related programmes-**

- Stress & lifestyle management
- **Benefit of Smoking** ----Based upon its effects on the Body on Humor background.
- **Anger Management** - why we lose control on our self.
- **Fear of Failure**- the most troublesome factor of the life
- **Work life balance in easy way-**
- **Conflict management at home**
- **Personality Types**- why some people are more stressed than others
- Health parameters of the Corporate Sectors- **How to deal with high pressure jobs**, and many more programmes on Behavior and emotional efficiency like **Time Management, Communications skills, Effective body language** and many more topics on Personal management.

#### **Projects undertaken- Health Institutions**

- **Maharaja Agersen Hospital- Maharaja Agersen Healthcare center**-Stress workshop on Woman& Stress related disorders

- **Upkar Seva Samiti-(NGO)** –Lecture on Annual Day celebrations on Lifestyle management.
- **M.M.J. Hospital** –Consultation Camp on Stress Management for general patients.
- **M.G.S Hospital**- Training programme for housekeeping Staff on work efficiency.
- **B.L.Kapoor hospital** – Training programme for Staff on Lifestyle Management
- **Jindal Hospital** –Bangalore- training for staff on work efficiency

### **Corporate Companies**

- **NTPC-Badarpur**- full Day Workshop on stress management on 3rd Feb -2009.
- **Super Cassette Industries, Noida**- Stress and Lifestyle Management workshop for senior executives.
- **Motilal Oswal Securities Ltd New Delhi**- Lecture on Stress Management for staff members.
- **Andritz Hydro Pvt. Ltd.**- Workshop on lifestyle Management – Bhopal ,M.P.
- **Genus power Infrastructure Ltd, Jaipur** – full day programme on lifestyle management.

### **Govt Agencies-**

- **Traffic Police Department** , Indore on 2-4 Jan 2010 -3 days work Shop for Stress Management.
- **National Academy for training & Research and social Security-(NATRASS)**-Life Style Management PPT 16th dec.2009 for Senior Officers.
- **Indian Oil Corporation** Lifestyle management workshop for senior executives at World trade centre,

### **Educational Institutions-Schools and Colleges**

- **North Delhi Public School** -Stress Management Workshop conducted on Dec 2007 for senior classes. Total of 287 students were examined for lifestyle related problems.
- **Satyawati College-Delhi University** -Lecture on Stress Management and Time Management.
- **Technia Educational Institute Delhi** PPT on Stress and Lifestyle management. (**Visiting Guest Faculty**)
- **Delhi College of Engineering** –Lecture on Stress Management preparation for exams .
- **American Montessori School** -Gurgoan Lecture on Stress Management and Time Management.
- **St. Margaret School**–Prashant Vihar-Lecture on Stress/Anger & Time Management. (Associated with Hindustan Times –PACE Programme)

- **St.Rosier Public School** –Shalimar Bagh- Stress Consultation Camp for student's parents.
- **Delhi College of Management** Lecture on Students and faculty Members on Lifestyle Management.
- **Vindhya Institute of Management and Research- Indore**- workshop on Interview Stress.
- **Banarsidas Chandiwala Institute of Professional Studies**, Dwarka , Key Speaker on Optimism as a Stress Buster

### **Live T.V. Programmes Conducted**

- **How to cope with Stress at work Place-** Live Talk programme as Stress Management Consultant on ND-TV News Channel from 26th May 2008 onwards.
- **Pragya Health and Fitness Channel**, providing expertise on Stress and Lifestyle related programmes.

Of all my experiences I have gained in my 14yrs of medical career, I believe that I can have a chance to show my expertise and prove my worthiness.

### **3. Dr Diwakar Sukul, PhD, FRSM, TFTdx**

*MA(C Psyche), PGDBM, Dip in Addictive Behaviour (London), Dip.E .Hy.Psy.NLP (BHR)*

**Founder/Director The Kamkus Clinic, Harley Street, London  
Psychologist, Hypnotherapist, Thought Field Therapist, Eastern  
Psychotherapist**



Dr Diwakar Sukul is the founder and director of the KAMKUS Clinics, in Harley Street, London. He is also a creator of the concept of the Multi-Dimensional healthcare and Eastern Psychotherapy. The creation of Kamkus reflects a lifelong vision inspired by his belief, that holistic and traditional medicine should work together addressing all aspects of the person in an integrated way. Dr Sukul has a Ph.D. in psychology. He has a background in clinical psychology and psychotherapy, Ericksonian Hypnotherapy and NLP. Diwakar is an acknowledged expert on stress, anxiety, emotional health, personal development, and spiritual wellbeing. He is also trained as a Field Traumatologist and Compassion Fatigue Educator and Thought Field Therapist. He was the consultant at London's Hale clinic for several years. He has received international recognition for his work with alcohol and drug addiction, which he treated with a unique blend of Eastern and Western approaches. He has conducted several national and international seminars and workshops on stress management, multidimensional healthcare, addiction and other health related problems. He has been keynote speakers at a number of international conferences. He has delivered the training and workshops in U.K, USA, Switzerland, France, Germany, Saudi Arabia, Egypt and India. His major field of interest has been addiction, stress management, past life therapy, therapeutic intervention, compassionate fatigue, hypnotherapy and neuro linguistic programming, complementary and integrated healthcare. He has appeared on BBC TV, ITV, ZEE TV and several cable television programmes talking about integrated medicine. His work is also featured in newspapers and magazines, including Evening Standard, The Times, Daily Mail. Here's Health etc.

**Dr Diwakar Sukul; The Kamkus Clinic; London UK**

## 4. V N RAI

**Top Level | Sick Unit Revival Specialist | Consultancy/Academic Administration/Operations  
Industrial/Education Sector**

### EXECUTIVE SUMMARY

A dedicated, result oriented and dynamic professional with over 4 decades of experience including 16 years at the level of *Chairman & Managing Director/Chairman/Advisor and Member of Board of Directors of various companies*. Have been **CMD of 4 PSU's, MD of 1 Cooperative, Chairman of a Joint Venture abroad, Advisor of a Cooperative and Dean at a school of business & administration**. A B Tech (Hons.) in Mechanical from IIT, Bombay PG Diploma in IR & PM and PG Diploma in Management; last has been associated with Graduate School of Business & Administration, Greater Noida as Dean and Professor; played a key role in increasing students strength of MBA from 120 to 240. Well known turnaround strategist in fertilizer industry. Possess talent for quickly taking charge of situations. Diplomatic and tactful with professionals and non-professionals. Exceptional organizational skills, team building; with a consistent record of guiding teams and achieving set target. Poised and competent with demonstrated ability to easily transcend cultural differences.

### COMPETENCIES

Strategy & Planning • System Improvement • Policy Compliance & Audit • Leadership & Team Management • Process Automation • Commercial/Procurement • Facility Management • Stakeholder Management • Contract Management • Process Re-engineering • SLA Management • Sick Unit Revival • Quality Management • Joint Venture & Mergers • Set Up & Start Up • Liaison & Relationship Management • Intense Industry Knowledge

### CAREER PATH

<b>Graduate School of Business &amp; Administration, Greater Noida</b> <b>2012</b> Dean	<b>Jul 2007 - Mar</b>
<b>Krishak Bharti Cooperative Ltd (KRIBHCO)</b> <b>2006</b> Managing Director Also Chairman of Oman India Fertilizer Company Ltd (Joint Venture Fertilizer Plant in Oman) - Aug 2002	<b>Aug 2001 Jul</b>
<b>The Fertilizer and Chemicals Travancore Ltd (FACT)</b> <b>2001</b> Chairman & Managing Director	<b>Dec 1998 - Jul</b>
<b>The Fertilizer Corporation of India Ltd (FCI)</b> <b>Dec 1998</b> Chairman & Managing Director Additional Charge - Chairman & Managing Director - Paradeep Phosphates Ltd (Jun 1996 - Dec 1996)	<b>Jun 1995 -</b>
<b>Hindustan Fertilizer Corporation Ltd</b> <b>Month Year</b> Chairman & Managing Director	<b>Month Year -</b>

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**DIRECTOR/MEMBER ON THE BOARD**

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Oman India Fertilizer Co. (OMIFCO)	: Director
Sub-Committee of OMIFCO Board	: Member
Fertilizer association of India (FAI)	: Director
Nagarjuna Fertilizers & Chemicals Ltd. (NFCL)	: Director
Gujarat State Energy Generation Ltd. (GSEG)	: Director
Krishak Bharati Cooperative Ltd. (KRIBHCO)	: Director
Executive Committee of Board of KRIBHCO	: Member
Sub Committee on Marketing of Board of KRIBHCO	: Member
Audit Committee of the Board of KRIBHCO	: Member
Gramin Vikas Trust (GVT)	: Trustee
Kisan Sewa Fund (KSF) of IFFCO	: Trustee
IFFCO TOKIO General Insurance	: Director
Kribhco Shyam Fertilizer Ltd	: Director

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**MEMBERSHIPS/POSITIONS OF HONOUR**

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- Member of Fertilizer industry coordination committee (1996 - 1998 - 2005 - 2006) all past cases of dispute in pricing unresolved for 14 years settled.
- Vice-Chairman, Fertilizer Association of India (1996 - 1998). Paper on Sickness of enterprises presented at FAI Seminar.
- Chairman fertilizer association of India (1998 - 2000). Contributed to fertilizer policy. Highlighted achievements of Fertilizer Industry.
- Member of Academic Council of Cochin University of Science and Technology.
- Member of Manpower Planning committee – Govt. of Haryana.
- Member of advisory Board of Agriculture Management Centre of Indian Institute of Management Lucknow (IIM - Lucknow)
- Fellow Member of Institutions of Engineers (India).
- Member of Committee on Cooperative Insurance of National Cooperative Union of India.
- President Indian Institution of Industrial Engineering, Delhi.

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**HONOURS/AWARDS**

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- Honorary Membership Award in 2001: This award was conferred by National Council of Indian Institution of Industrial Engineering for his nationally recognized professional eminence and for outstanding contribution to the society and general welfare of mankind.
- Enterprise Excellence Award 2001 - 2002: This award is given by Indian Institution of Industrial Engineering in the Process Industry for financial and operations strength (as assessed under five perspectives – Financial Strength/Achievement, Internal Processes, Innovation, Learning and External Customer Orientation). The award is given by His Excellency the Governor of Uttaranchal 21 Sep 2003.
- The award for Enterprise Excellence was also awarded, 2004 - 2005.
- Ugadi Puraskar 2003: Conferred with the Ugadi Puraskar 2003 by the Delhi Telugu Academy. The award is given to distinguished artist, scholars, industrialist, entrepreneurs and administrators and is regarded as the highest national and international honour.
- Conferred with Ugadi Puraskar 2005 “Samaikya Bharat Gaurav Satkar” in the field of Cooperative.
- Awarded "Gold Star Award" by Indian Economic Institute, Delhi Award was given by Shri M V Rajasekharan, Minister of State in the Ministry of Planning in presence of Shri G V Krishnamurti, former Chief Election Commissioner and Shri Bishma Narayan Singh, former Governor.

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**EDUCATION**

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Qualifications	Institute/University	Year
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PG Diploma – Management	AIMA, Delhi	1986
PG Diploma - IR & PM	Bhartiya Vidya Bhawan, New Delhi	1981
B Tech (Hons.) – Mechanical	IIT, Bombay	1967

**Have been a National Merit Scholar through Academics.**

*\* For Details organisational details, please refer the annexure attached*

## 5. **Dr. Tanya Singh**

Dr. Tanya Singh is a Catalyst in Soft Skills, Behavioural and Management training and an accomplished, dynamic, and client-driven training professional offering **15 years of progressive experience** in Training and Development, Sales Entrepreneurship, Sales and Marketing Strategy, Channel Sales and Distribution, Presentation skills, Facilitation skills, Customer Service, Telephone Doctor, Business Communication Intelligence, Content Writing, Organizational Development, Leadership Development Skills, Competency mapping, Emotional Intelligence and a lot that can be added to her list of accomplishments.

She developed innovative training programs that helped trainers, instructors, and presenters transfer information to their learners efficiently with a high level of retention and comprehension in a variety-based, option-rich, skill-building learning environment.

Dr. Tanya Singh has been declared as the Outstanding National Trainer- Runner-up of the Indian Jaycees for four years and has been a program Director for more than a thousand training programs all over the country and outside the country as well. She has been part of the training team for ABLE - the four day Business Development workshop more than five times, ABLE is a National business training program of the Indian Jaycees. She has also conducted programs for voluntary organizations and corporate houses in Korea, Hong Kong, Sri Lanka, Nigeria, Germany and other parts of Europe

She has been a guest speaker at numerous conference programs, and most notably at the annual events organized by various Multinationals and Institutes.

### **Level of Audience**

Being a training professional, she has trained numerous people at various levels at Senior Management and Middle Management for various industries namely Hospitality, Service industry, IT, Telecom, Manufacturing, Power Sector, Aviation, Banking, Construction Industry and many more to add to her list.

### **Participants Trained**

Her training has taken her across various levels from Junior, Middle to Senior Management from all walks of professions varying from Banking, FMCG, Oil and Gas, BPO, KPO, LPO, Retail, Hospitality, Power Sector, IT, Telecom, Manufacturing and numerous other sectors that can be added to her list of accomplishments even at the International level.

She has a vast expertise and has proved her diligence with organizations like CDD, Oberoi Hotel, American Express, Mahindra, Technofab, HCL, Genpact, L & T, KPMG, E and Y,

Ericsson, Whirlpool, Sony, GMR, Dell International, Asian Paints, L & T, Deloitte, Bank of America, GATI, Hero Honda, LG etc.

She has trained many employees of RITES and Indian Railways, under the Quality Improvement Program. Being a team player, she has also filled-in gaps for Management, Mass Comm and Law students, School students, and M.B.A aspirants by conducting training and classroom education while being associated with various institutions like Amity School, Amity College, National Broadcasting Academy, ILI, Institute of Health Ministry, Institute Of Management Studies, Jamia Hamdard, Institute Of Management Education, Welham Boy's School, Welham Girl's School, Pestle Weed College, Cambridge School etc.

Her books and concept papers on Communication, Marketing and Health Education are well known in the Ministry. She has written several research papers on various subjects in Management, Corporate Structure and Women empowerment for prestigious journals. She has presented her papers in various International and National Seminars and conferences at the Institutes of high repute.

Dr. Tanya has also been involved in educational affairs of the University of Osmania and has been the member of Advisory Board for various educational institutes. She has also worked on management education and development projects in the Czech Republic, Gambia, Kenya. . She has also filled in language gaps for most BPO industries as their panel Voice and Accent Consultant for US and UK processes. She has been a Language Consultant with HCL and I Energizer for various projects since 2006. Her domain expertise on cross cultural sensitization has helped various processes get zero error Quality bands for their clients based in various parts of the globe.

#### **Areas of Expertise**

Her trainings started from a level in Behavioural skills- Team Building, Sales Management, People Management, Stress Management, Presentation Skills, Competency Mapping, Personality Development, Negotiation Skills, Mind Mapping, Customer Service Management, Conflict Management, Problem Solving and Decision Making skills - moving on to enrichment in OD, OB, HR, ISP, Accent Trainings, Business Communication and English Enhancement, Cross Cultural Variations, Business and Corporate ethics to DISC Profiling.

Dr. Tanya Singh designed a 3- day training program especially to anchor and understand the key ingredients and needs of the people at Strategic/ Executive levels Bank of America. This program was divided in to 4 major sections- Career Success Leadership, Profit Centre Leadership, Competitive Advantage Leadership and Strategic Advantage Leadership.

Her core methodology for her sessions has been Guided Discovery Learning, Thunder storming, Critical Incident Analysis and Simulation based Learning.

#### Certifications and Qualifications

- Certified to Develop/Deliver/Assess Leadership skills Workshops Central learning Group- AMEX
- Certified to assess Competency Mapping levels
- Certified to assess Behavioural skills levels
- Green Belt Certification for Training processes and implementations as per the quality standards.
- Awarded the best trainer for the year with AHA and with FSS and ASTD
- Certified to Design, develop/remodel Training material
- Certified to deliver and assess (Level-Trainers and management)
- Certified by Geert Hofstede for Training to deliver trainings on Cross- culture Communication.
- Certified from ISTD to conduct trainings on Code of Conduct and Business Ethics for various Organizations.
- Certified to train and do audits for ISO 9001:2000 certification training for Manufacturing and Educational Units

## 6. Amit Sinha

Amit Sinha is an educator, coach/trainer and keynote speaker.

He has founded **Learning Curve**, which conducts full-study programs and HR interventions – delivered in a highly individualized and interactive environment – that resolve the most pressing business challenges.

Working along with client organizations, **Learning Curve** helps develop:

- *'Business Visionaries'* – through degree/diploma programs of **Mahatma Gandhi University (MGU)**
- *'Financial Strategists'* – through globally-recognized **Chartered Institute of Management Accountants (CIMA)** London
- *'Tactical Warriors'* – through customized training solutions (such as on Business Leadership; Workplace Communication; Change Management, etc)

Amit Sinha possess almost 3 decades of work experience in various companies, and in his previous engagement, he worked as a Director with the TATA group of companies.

He was a key member of the Tata **Leadership Team** and was instrumental in the turnaround and growth story of Tata Telecom, and for spearheading *change management* in the companies of the group. He was recognized for “Excellence in developing systems and for providing management support” by TATA Group Chairman, Mr. Ratan Tata.

As regards his professional education, he possesses degrees in Engineering (from Birla Institute of Technology) and Management (from Indian Institute of Foreign Trade), New Delhi.

## **7. Arun Albert**

**(Training Specialist - Corporate / Institutional /Inbound /Outbound )**

### **Professional Summary**

With about 14 years of experience, nearly 10 years in Core Training & 4 years in Sales and Product Training, I have developed a strong skill set which includes in-depth understanding of Business Processes, Efficient Service Delivery, Optimization of existing Business Dynamics, Training Module designing, Conceptualization and Designing of Training Processes, Planning & Forecasting, Client Management, Workflow & Workforce (Trainer) Management. Travelling has helped develop people skills.

### **Related Trainings & Workshops – Accreditation**

- 1) Soft Skills Training
- 2) Leadership Training
- 3) Managerial Skills Training
- 4) Outbound Training Programs

- ***Free lance Training Projects (2008 – 2012)***

### **Training Consultant – Learning and Development**

**Currently Leading Management Development Programme for a PSU (Delhi)  
Training IAS officers on Various Managerial Skills Module**

Trained at Various **Schools (Faculty Development Modules), Colleges (Management and Student Development Programs)** and **Corporate Houses (Management Skills to Soft Skills)** across India

- ***Elements Akademia***

Training Manager

Managing Training Team (Corporate and Institutional Training). Coordinating pan India and reporting to the CEO.

Core Area - 3 sub-functions:-

- a) Train the Trainers
- b) Client Management
- c) Trainer Reporting

Key Responsibilities & Deliverables are:-

To ensure achievement of Service Level targets, Program Effectiveness, Customer / Client Satisfaction and effectiveness of Service Delivery.

### **Projects & Initiatives**

Developed and Customized Training Session Flows and Plans.

- ***Hero Mindmine Institutes Ltd (Enterprise of Hero Group)***

Senior Training Consultant - (Knowledge Solutions)

Managed a team of Subject Matter Experts and was responsible for managing Institutional Training Operations for Institutional Business

Area Managed - Punjab, Mathura, Delhi NCR, Sikar(Rajasthan) Haryana

### **Projects & Initiatives**

Worked upon structured & to standardize existing Training Delivery Modules & Data management & a real time Training reporting, which resulted in achieving highest performance mapped through Students Feedback and Client Satisfaction Report.

- ***PT Education Pvt. Ltd.***

(1 Year Project)

Sr. Faculty – Verbal Ability and Logical Reasoning

Taught Verbal Ability to CAT Aspirants, using existing Training Modules

### **Projects & Initiatives**

Designed Content Delivery Module on the Basis of Learning is Fun

Delivered Faculty Development Programs to up skills existing Faculties on Pedagogy

- ***Free Lance Trainer***

(2000 - 2003)

Communication and Soft Skills Trainer

Trained for eminent brands like HCL, IBM Daksh, Maruti, Vertex etc

Delivered Training Modules as per the corporate needs & Delivered in house Train the Trainer programs

- ***United Parcel Services***

### **Last Designation**

**Asst Manager – Training and Development**

### **Profile**

As an AM in the Sales and Product Training, played a key role in Training and Development of the New Hires and Reporting to the General Manager.

### **Qualifications**

- PG. Business Economics from NIS
- B-Comm Graduate Delhi University
- St Columba's School, New Delhi

## 8. Subhash Malik

Ø Subhash has over 30 years of multidimensional experience in the field of Management Consultancy, training and development, HR, Finance, Operations. He has travelled extensively and has had the privilege of working with companies, business houses and educational varsities across the country. In addition to exposure as a training consultant and content design. Currently, he is a training consultant. His key responsibility areas include training need analysis and training delivery.

Ø An incisive professional with (since 1985) over **30 years** (out of which **15 years** with **Citigroup Companies – Citibank, e-Serve International and Citicorp Maruti Finance Ltd.**) of qualitative and enriching experience in Accounting & Finance Control, HR Development & Management, Operations in Banking and NBFC.

### Soft Skills, Behavioral Skills

- Assessment Centers
- Communication Skills
- Campus to Corporate
- Channel Management
- Induction Program
- Interviewing Skills (CBI)
- Leadership Skills
- Managerial Skills
- Negotiation Skills
- People Management
- Unlock Motivation
- Re-invent Yourself
- Stress Management
- Team Building
- Time Management
- Vendor Management
- 5 S (Kaizen)

### Education:

M.A.( Eco) from Agra University  
**Location : Paschim Vihar, New Delhi**

### Client Types/Levels of Experience:

- Junior, Middle and Senior Management
- Associates/Workers and Technicians
- HODs
- Service Engineers
- Front end and Backend Staff
- Dealers
- Dealer's Staff
- Volunteers
- Owners

### Others

- Ø Certified Clinical Hypnotherapist
- Ø Certified PDA Analyst
- Ø Certified British Council Trainer
- Ø Certified Mentor-City and Guild
- Ø Certified Pranik Healer – Aurobindo Ashram

### Industry/Functional Experience:

- Government / Non- Government Organization
- Corporate
- IT / ITES
- Retail
- Manufacturing
- Engineering
- Aviation
- Banking
- Consumer Services
- FMCG
- Consumer Durables
- Automobiles
- Fashion
- Consulting
- Telecom

### Volunteer:

- Ø Mentor – Bhartiya Yuva Shakti Trust (BYST) CII
- Ø Teach India
- Ø Saksham Bharti



## **9. Jamal Shah**

Shah M. Jamal has been into training & development for the past 20 years. He brings along rich experience over all these years in training & development, content writing, selling skills, customer service and marketing experience locally & internationally.

Jamal is a Master of Business Administration and also holds a License of Practitioner of Neuro Linguistic Programming. He has done a formal Certificate Course in “Competencies in Training & Development”

He has trained over 25000 people across levels and functions as Sales, Presentation, Motivational & Attitude building trainer. He is a dedicated and passionate trainer who believes in participants’ learning delight. Client’s satisfaction is of paramount importance for him. He cajoles, entertains and enlightens the audience with a fast moving combination of stories, example, humor, activities and quotations.

His training programs work like an attractive force and he charms the participants for great impact. He has expertise in the field of

- Selling Skills (Dealer / Corporate / Retail)
- Presentation Skills
- Communication Skills
- Customer Service
- Personal development using NLP
- Motivation / Attitude building
- Professional telephone skills / Telesales / Teleservice
- Goal Setting & Time Management

He has done training for various Corporate namely;

- MTNL – Corporate Sales, Retail Sales, Channel Sales, Customer Service
- Airtel Broadband – Customer Service
- Motorola –Selling Skills & Techniques, Customer Service
- Videocon Group – Dealer Sales, Customer Service, Presentation Skills
- Godrej – Time Management & Goal Setting

### **Banking / Finance / Insurance**

- Axis Bank – Selling Skills & Techniques, Presentation Skills, Team Building
- UTI Mutual Fund – Effective Selling Skills & Techniques, Presentation Skills
- LIC – Motivation / Selling Skills & Techniques
- Axis Sales – Selling Skills & Techniques, Presentation Skills
- Abu Dhabi Commercial Bank, UAE – Effective Selling Skills & Techniques (Corporate and Retail), Motivation and Attitude building, Presentation Skills, Customer Services
- Bank Muscat – Muscat, Oman – Teleservices, Telephone skills

### **Other Services**

- Aptech – Ace – Counseling Skills
- Arena – Counseling Skills
- English Express – Counseling Skills
- Deming Asia – Personal Development – Counseling skills
- Aligarh Muslim University (MBA) – Personal Development
- Amar Ujala – Effective advertisement selling skills, Subscription selling skills
- Sahara Group – Personal Development using NLP, Train the trainer

## **10. Daisy Varun**

Daisy is a professional behavioral analyst by training, a Certified NLP Practitioner and training facilitator by passion. She has over 12 years of work experience, Creative content Writing, Operations, Client Relationship Management, Strategy Planning and training and Development are her forte. For eight years she has been associated with the service industry, working across verticals in ITES, Telecom Banking and financial services.

Daisy's rebellious intellect defines most of the written laws and guidelines and imparts training on the back drop of her creative intellect while delivering exponential transformational experience in the class room. She enjoys breaking the set mental pattern and barriers and connects with all social, economic diversity with élan. The rigor and energy she delivers complements effectively to the knowledge download she provides.

Daisy has been associated with some of the most renowned organizations across India and the Middle East. She has successfully facilitated both, Inbound and Outbound learning for thousands of Individuals. She has an in depth Operational understanding and hands on Training Experience.

Daisy has been accredited by GE, Accenture, Orange and other organizations for facilitating various training programs. She has successfully conducted various training sessions for GE Healthcare, Hutch Pantaloons Retails India Limited HSBC, Hero Honda. Abu Dhabi Commercial Bank, Titan, Accenture SAP Labs, Unisys, Axis Bank, Bharti Foundation Hewlett Packard, POWER GRID, NHPC, NTPC, PSPCL, GETCO and TATA Motors, among others. She has facilitated and developed training for Communication skills, Customer Service, Team Building, Leadership Development, Developing Self Excellence, Sales and Negotiations, Retail, Change Management, Motivation Conflict Management Positive Attitude, Decision Making and Coaching. She has hands on experience in conducting based Assessment and Development Centre and Behavioral Profiling.

Daisy is Delhi University Alumni. She is a voracious reader and enjoys Literature, Music, and travelling, occult Sciences, alternative healing, Behavioral study and Ballroom dancers.

## **11. Profile of Sharad Garg**

Mr Sharad Garg is very well known in industry for his role in HR practices. He is a seasoned HR professional having experience in all HR verticals. He is masters in Science and PG in HR. He is also alumni of IIM Ahmadabad.

He had been part of HR teams with **Hotel Vasant Contiental, CIMMCO Birla Limited, Blue Dart Express Limited, Jain TV & Secure Meters Limited**. He has worked in various capacities and in his last employment he was Group VP-HR. All through his professional career he handled various responsibilities includes Manpower planning, Resourcing, Training, Strategy implementation for the group companies, Legal matters, Compensation & benefits, employee relations, HR Administration, Sourcing, Training, Quality processes, Performance Management, Policies formulation, Staff Welfare etc. He was involved in all spheres of HR function and has accumulated wealth of knowledge of all HR spheres.

After successful stint with corporate he choose to be an entrepreneur and founded Unicorn India in the year 2008. So far more than 5000 participants have been trained in various interventions with corporate as well as Institutions. He has also supported various organizations in employee counseling to maintain healthy and productive environment at all the level. He also undertakes assignments for one to one coaching/counseling for senior level executives.

He is a life member of National HRD Network (Delhi chapter) and is associated with IIFT, New Delhi, IMT Ghaziabad, Airport Authority of India, New Delhi as visiting faculty on regular basis. He is strong in maintaining Inter-personal skills and communication network.

## **12. Kandadai Sukumar**

KVS as he is known in close circles, is a Graduate in Electrical Engineering from Dr Alagappa Chettiar College of Engg. & Tech., Karaikudi in Tamil Nadu and has a PGDBM from Loyola Institute of Business Administration, Chennai.

After initial short stints KVS worked with Simpson & co. for over 5 years in the Materials Function of their 'Ford' Project. During his 12 years of association with Modi Xerox, he significantly contributed in the functional areas of Customer Support, Process Management and Quality Initiatives. His last corporate stint of 6 years was with Canon India as Head of Operations with P&L responsibility. He left Canon as Director- Change Management in 2003, to spearhead his own entrepreneurial venture.

He had been associated with Rubicon Learning Systems Pvt. Ltd, Gurgaon, a leading Management Training and Consultancy. Working with Rubicon, he has facilitated Workshops with ICICI Bank, Spice telecom, AFL Limited, Naukri . com , SAP Labs, Airtel, Dell Intl. Services, BPCL etc. covering subjects related to Managerial Effectiveness, Personal Effectiveness, Interpersonal Skills, Motivational Programs, Leadership Skills, Selling Skills, Account Management, Sales Management , Train The Trainer.

Consulting with AuthBridge Research Services Pvt Ltd, Gurgaon developed modules for the project "Campus to Corporate", set up a training team of freelancers to deliver the modules. Currently a Management & Training consultant facilitating programs for ICICI Bank, Xerox India Ltd, Rubicon learning Systems, R-value Learning Systems , AuthBridge and Core Consultants, Noida

Have recently launched "HuE Shapers" to help people in developing their personalities & competencies.

### **13. Gp.Capt.(R) S.K . Raina**

#### **Personal Profile**

I am an affable, dynamic and result oriented professional with Armed Forces background, a good team worker, and an astute leader with capabilities to work in Cross-cultured environment. I wish to utilise my past experience as Senior Director (in Armed Forces) overlooking HR and General Administration as well as over 18 months civil experience of heading IILM College of Engineering & Technology at Gr. Noida for the growth and profitability of organisations like Universities, Professional Institutes and Management Institutes.

#### **Professional & Academic Profile.**

Advanced Management Programme : Attended from Jan 2011 to Jan 2012 at IILM, Lodhi Road  
General Management Programme : 2009 IIM (Lucknow).  
M Phil - Social Science : 2004- Punjab University.  
Master's Diploma in Public Administration: 2004- IIPA ( Indian Institute of Public Admin) New Delhi  
Master's Degree in Management Science : 2001- Osmania University  
M.Sc in Physics : 1975 Jammu University.

#### **Areas of Interest**

Academic and General Administrative Management.

Academic Administration in a Professional Institute.

Strategizing approach to Problem Solving.

Human Resources Management.

Teaching Management Courses.

#### **Core Competencies.**

Developing Managing and Monitoring a large work force and ensuring smooth implementation of HR policies.

Designing training modules and evaluating their effectiveness by constantly developing and implementing pre and post assessment tools.

High degree of flexibility, resourcefulness and commitment to work through effective inter personal communication skills.

Leadership, motivation and team building in challenging circumstances.

Organisational abilities, motivational skills, tact and effective communication skills.

Preparation of Budgets, forecasted costs and related costs and related activities.

Challenging Organisational strategy and plans for futuristic growth.

Management of training, its measurement & follow-up as necessary.

Direction and Control of all administrative and HRM issues handling of Security and Facility Management.

Logistic Management and inventory control.

### **Professional Experience**

Endowed with over 32 years of experience in leading multi-disciplinary HR teams of training and development, General Administration and Facilities Management to achieve targets and objectives.

Nominated for a year long prestigious programme APPPA(Advanced Professional Programme in Public Administration) along with over 52 Senior level bureaucrats of the Govt. of India at IIPA (Indian Institute of Public Administration) New Delhi 2003.

Two week interactive programme in Public Administration at French College of Public Administration, including two day interactive sessions with WTO at Brussels ( Belgium) in International Trade during Trade during 2003.

Nominated for a year long Management Programme along with 70 Senior Military & Civilian Officers at the college of Defence Management at Secunderabad during 2000.

Adept in innovative problem solving and consultative decision making. Handled Administrative and Relationship Management involving formulation of SOPs, guidelines and policies for a large number of field units and monitoring their implementation with view to achieve higher productivity.

### **International Exposure**

Two week programme at French College of Public Administration on Modern Governance and management practices.

Two day interactive sessions with WTO (World Trade Organization) at Brussels (Belgium) on International Trade.

## **14. Vineeta Mathur**

***Business Consultant ; Executive Coach ; Professional Assessor***

### **Brief Profile and Credentials**

- Business consultant and advisor with deep expertise in adding distinct value to Operational; Strategic and Governance related business issues. For over a decade , I have worked with promoters; CEOs and top leadership on exclusive transformation assignments to build organizational capabilities and improve organizational effectiveness.
- Work experience of over 28 years with a successful and consistent track record of achievements in challenging situations both as a leader and as a consultant. Last 3 positions were :

*Director of Resources for India & Sri Lanka* with British Council and on the board of directors of BC Management Services Pvt Ltd ; *Chief Operating Officer* for the Tax practice of Ernst & Young ; *Chief of Corporate Planning and Strategic Initiatives* with Jubilant Organosys . Have also worked with BASF, Jenson & Nicholson , General Electric and BILT.

- Strong multidisciplinary expertise: Strategic Planning ; Business development; sales and distribution; product management; Supply Chain processes of production planning, procurement and logistics ; strategic human resources development
- Earned a degree in Business Management **from IIM Ahmedabad** . Graduated with honours from St Stephen`s College standing first in Delhi University. Accredited CEO Coach with the Coaching Foundation of India .

### **Expertise areas for Engagement**

#### ✓ **Executive and Business Coach**

- Enhancing competencies, and behavioural skills in senior and apex level leaders as they transition into new roles & responsibilities
- Enhancing achievement of business results and improving the capacity of incumbent and aspirant CXOs to deal with changing demands and expectations from their role.
- Enabling enhanced self awareness ; adaptation of behavioural style ; learning new behaviours for improved effectiveness at work.

#### ✓ **Consultant and Advisor for Transformation and Organizational Effectiveness**

- Performance Improvement & Turnarounds
- Transformation and realignment of structure & processes for greater effectiveness
- Shaping strategy and building new capabilities for enabling growth and scaleup

#### ✓ **Experienced Assessor**

- Empanelled with KPMG and take up independent assignments for assessment centres involving senior and top leadership .
- Assessing competencies for selection and potential development ; providing feedback to participants .

#### ✓ **Guest Faculty and trainer in Leadership Development Programs**

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## **15. Paramjit Singh**

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### ***Head Capability Building – HT Media Group***

HT Group is India's most respected and trusted media house. It has successfully diversified from Print to multiple media encompassing internet, radio, mobile, TV, Education, Magazines, etc.

### **Responsibilities:**

- Partner with Business to understand and align Learning with business goals, and thereby develop people capability
- Develop multi prong approach to deliver required Learning opportunities through efforts which are not confined to classroom training
- Build effective relationship with the vendor organizations for implementing and/or facilitating continuous improvements to achieve higher level of learning effectiveness for effective roll outs within the scope of goals, cost and timelines
- Conceptualize, operationalize and monitor the Training plan through a robust Training Calendar across businesses and locations. Conduct calibration sessions between HR, Training and vendors across locations thru video/con calls and meets
- Lead & co ordinate a teams of Trainers, Coaches (functional) and Content Development teams to drive them beyond class-room training thru on-field coaching / mentoring
- Conceptualizing and operationalizing Leadership Development Programs by Developing Career Paths for first time Managers to Leadership Team aligning with the dynamically changing environment and organization vision and values

### **Achievement:**

- Conceptualized, validated and implemented a robust Training Process
- Launched Certification Programs across businesses
- Recognized as a Star Performer in the HR Group

### **Academic Details**

- Completed Power Coaching from Coaching & Leadership International, Canada (2011)
- International Certificate for Training by City & Guilds, UK (2005)
- PG Diploma in Systems Management from NIIT (1990)
- Bachelor of Commerce (Honors) from Delhi University (1989)

National Training Manager - Monster.com

Monster.com is the world's largest e-recruitment property;

### **Responsibilities & Achievements**

- Responsible for skill development from induction to separation coaching
- Tracking and communicating the performance levels to businesses and stake holders for boxing them into "Accelerated Growth to Box Out"
- Work with other parts of global HR organization to deliver the Global learning solutions which will help address the skill needs.
- Review & design the required modules to suit requirements with Content Development teams and external vendors for both online and offline modules and testing content
- Manage budget effectively by prioritization and efficient execution



- Communicate results achieved on an ongoing basis.

### **Zonal Head - Training, Mahindra Group,**

Mahindra Group's Club Mahindra is known for its monopoly position in the family holiday business in the India and South East Asia

### **Responsibilities & Achievements**

- Responsible for well laid out Induction plan for new hires across functions.
- Training function covered; need analysis, profiling / fitment, scheduling, budgeting, planning, executing, monitoring, feedback, post training follow-ups for Sales, Soft, Product & Communication skills.
- Identify training gaps and get the required training content developed from in-house team and external vendors
- Frontline team retention went up from average 6 months to 12 months and attrition went down from high 65% to 28% over three quarters
- Responsible for productivity enhancement, retention, & training of workforce.
- Selected for Assessment Team for SEI-PCMM Level-3

## **16. Subhashis Banerji**

After finishing post-graduation from IIT Madras - Started career at one of the top Indian Automobile Organization & later worked with some of the world's largest conglomerates, abroad.

In the last corporate assignment, was the profit centre head – responsible for entire operations for managing the brand in few countries.

After being in the corporate world for almost 15 years, plunged into Industry/Corporate Consultancy as well as Soft & Hard Skills Training/ Coaching/ Counseling => PROVIDING SOLUTIONS TO INDUSTRY CHALLENGES

Since last 12 Years added value to around 45000+ individuals & around 30+ organizations – in personal & organization development.

During the journey got Certified as NLP Professional(certified by probably the best Guru in the World Dr. Dick Mchugh) & on Leadership through Schuitema (South Africa), attended Art of Living, OSHO, Appreciative Enquiry (by Dr. Roland Sullivan) & Landmark Forum, etc.

Competencies includes Long Term Result Focused Interventions for Organization Personal Counseling, Mentoring, Attitudinal Reformation, Selling Skills, Coaching, Relationship Enhancement, Self Development, Problem Solving, Well Versed in Personality Profiling Tools like Enneagram, DISC, FIRO-B etc., Developing totally customized Contents for the Workshops, Running Assessment & Development Centers Independently etc.

### **Few of The Themes Focused on with Corporates -n- Individuals**

Belief Change, Personal Selling Skills, Personality Development, Creativity + Innovation , Improving Personal Effectiveness, Team Building, Customer Service, Communications, Leadership, Work-Life Balance, Goal Setting, Problem Solving & Decision Making, Change Management, Personality Profiling, Conflict Resolution, Inculcating Core Values, Time Management, Attitude Transformation, Handling Stress & Managing Anger, Building Good Interpersonal Relationship, Performance Enhancement, Culture Change, Appraisals & Feedback, Creating Ownership & Accountability etc.

### **Some of the Clients Handled**

Nicholas Piramal, ICI, GM, VST, Johnson Matthey, Balco, J.K.Tyres, Oil India, Railway, NTPC, NHPC, BSES, NAB, Hero Honda, Jindal Steel & Power, Metro Tyre, GTC, Punjab National Bank, Asian Paints, Rico Auto, Nestle, State Bank of Patiala , Perot Systems, Hewitt, Airtel, Hindalco, Tata Telecommunications, Maruti Udyog, Dainik Bhaskar ,SBBJ, Mahindra & Mahindra, JCB, Escorts, Jay Bharat Maruti, Dabur, IBG, Alsthom etc.

### **Types of Program Conducted**

Conference Room to Outbound, 2Hours to 6Days, Just for Fun to Delivering Results, Workers to Senior Management, Students to Teachers to Housewives, Parents to Couples, Hard Skills to Soft Skills

**17. Dr. S.S. ARORA**  
Consultant, ONGC, Delhi  
Ex. Dy.General Manager  
Oil & Natural Gas Corporation,

M.Sc., Ph.D.( Maths.), IIT Roorke

**USP** : A blend of **Academics** (Teaching & Research) and **Corporate** (Proj. Mgmt, ERP, R&D, HRD,Trainer)

**Professional Experience (30 yrs)** : After superannuation from ONGC on 31.07.2010 as **Dy. General Manager ( Maths.)**, worked as **Consultant** in ONGC for one year upto 31.07.011. Presently working as **Advisor** for Geo-IT Project on ERP (SAP) w.e.f. 01.08.11.

**While working in ONGC, actively involved in the following functions :**

- **As Senior member of Project team, monitored & supervised the ONGC core team of 150 members for successful & timely completion of largest ERP-SAP implementation in Asia with 13000 user base and 500 locations spread over 22 geographical areas of India**
- **As ABAP Team Lead supervised the completion of about 1500 Specs from Dev. to Production.**
- R&D projects related to Reservoir Modelling, Development of Oil & Gas fields, Drilling softwares,
- Incharge Computer Centre, Software Developments, HRD functions etc.,
- Techno-Economics, Optimization, Performance Analysis
- As a approved faculty of ONGC Academy, conducted various training courses for **Graduate Trainees and Refresher courses** for regular executives of ONGC.
- **Supervised the projects of about 100 students under Summer/Winter training during 2004-10**

**III. Teaching & Research ( 8 yrs.) : University of Roorkee (now I I T, Roorkee)**

(a) **Teaching : 1981-82 & 1978-79** : As Lecturer taught Mathematics to B.Tech, M.Tech & M.Sc. students.

**1974-81**: Taught Mathematics to B.Tech, M.Tech & M.Sc. classes as Research Fellow / RA

(b) **Research: May '80- Mar.'81** : Research Associate (UGC) at Department of Mathematics, **Feb.'74- Apr.'80** : Junior & Senior Research Fellow (CSIR)

**IV. Awards / Academic Distinctions :**

- (i) ONGC, CMD, Award for Excellent Performance on Republic Day 2007.
- (ii) Merit and Cash award in recognition of meritorious service rendered during 1985-86 by Director IRS,ONGC, Ahmedabad on Independence Day 1986.
- (iii) Research Associate (RA) by UGC for Post Doctoral research.
- (iv) Awarded Junior (JRF) & Senior (SRF) Fellow ships by CSIR, GOI for pursuing research.
- (v) Awarded National Loan Scholarship in M.Sc.and achieved 4th rank in M.Sc. Degree in University
- (vi) Awarded Merit scholarship by Director of Education,UP Govt. for obtaining First division in High School and Intermediate exams.
- (vii) Passed High School and Intermediate with Distinction in Mathematics.

**V. Membership of University Bodies :**

- 1 Resident Warden of Students Hostels for three & half years at University of Roorkee
- 2 Member, University Consultative Council during 1972-73 at University of Roorkee.
- 3 Secretary, Consultative Council of Deptt.of Maths, University of Roorkee, during 1975-76 & 1976-

77

**VI Conferences / Workshops / Seminars attended :**

- PETROTECH- 2010, 2008, 2006, 2004 at Vigyan Bhawan, N. Delhi
- Presented a paper on, " Mapping of Exploration process for NELP blocks in ICE system" at EXPLOTECH- 2009 in KDMIPE, Dehradun- Dec. 2009
- SAP Summit at Mumbai - 2009, 2007
- Presented paper on," Mapping of Exploration Activities of ONGC in ICE", KDMIPE Seminar- Dec.' 08
- Oil & Gas Petrochemicals SAP users Group for ASIA Pacific (OGAP-2007) held at Chiang Mai, Thailand.- NOV. 2007
- Presented a review paper on `Reservoir Simulation' at a seminar on, "Application of Computer aided Simulation and Modeling in Chemistry And Industry" held at RRL, Jorhat- April 1984.
- Presented a paper on," Free convection flow with constant heat sources in a porous channel", Indian Science Congress, 67<sup>th</sup> Session, Gauhati, 1980.

**IX. Training Courses Conducted :**

- Delivered lectures on," Overview of ICE System" to GT batches at ONGC Academy-2006 to 2010
- Delivered lectures on 'NELP Process' to Acreage Managers at ONGC Academy, D.Dun-Oct. 2009
- Specialised Training to Graduate Trainees (Programming) at ONGC Academy, D.Dun- Aug. 2006
- Pressure Maintenance with water and gas injection to ONGC/ OIL officers - IMD, D.Dun-1999, 2001
- Reservoir Simulation for Graduate Trainees (Programming) at IMD,ONGC,Dehradun -1993,1994
- Well cost estimates, Drilling performance evaluation indices and cost control-IDT, D.Dun.-1994
- Fundamentals of Reservoir Engineering and EOR at IDT, ONGC, Dehradun -1993
- Performance Prediction and History Matching at IMD, Dehradun -1992
- Reservoir Engineering for Non Reservoir Engineers at IMD, Dehradun -1991,1992,1993
- Drilling Economics to Graduate Trainees & Diploma Engineers at IDT -1990, 1999
- Fortran Programming to Induction Trainees at KDMIPE, Dehradun -1982-83

## **18. Abhishek Bernard**

### **English Trainer with Bristish School of Language**

Apr '09 to Ongoing

- Take IELTS classes for students going abroad. Pertaining to both levels
- Conducting all special courses like : Personality Development
  - : Corporate Communication
  - : Personal Interview & Group Discussion
  - : Voice & Accent
- Preparing and restructuring the study modules.
- Take Grammar, vocabulary and spoken English classes Catering to all the levels : Abecedarian
  - : Elementary
  - : Intermediate
  - : Semi-advance
- Handle the front desk
- Give special lectures on topics like : Power Dressing
  - : Positive thinking & attitude
  - : Table Etiquettes

### **English Trainer with LIQVID (English Edge)**

Oct '10 to Dec '11

- Conducting training for written and spoken English
- Catering to all the levels : Basic
  - : Intermediate
  - : Advance
- Maintain the attendance tracker on weekly basis.
- Tracking the feedback forms of the students on monthly basis.
- Taking the enquiries and converting them.
- Conducting personality development and kid's camp classes.
- Innovating the spoken classes pertaining to GD, IP and role plays.

### **English Trainer with XPRESSION**

Apr '09 to Oct '09

- Carrying written and spoken English Classes
- Preparing and reworking the study m

### **English Trainer with Gateway Academy of Languages**

Oct '08 to May '09

- Taking written and spoken English classes
- Taking IELTS classes for students going abroad

### **Computer trainer with C.C.T.**

May '98 to Dec '99

- Taking classes for all the step-ins

## **CORPORATE EXPERIENCE**

### **Quality & Training Manager with RKPL**

June '10 – Sep '10

- Heading the quality and training department.
- Preparing the quality dash board and reports on daily, weekly and monthly basis
- Reviews to be conducted with the TL's, Trainers and QA's
- Conduct weekly quiz for the process both for quality and product.
- Take mock call sessions and conduct role plays to work on officers skills.

- Conducting train the trainer for the Trainers and Officers.
- Root cause analysis done to check standard of call quality in the process.

**Manager Operations & Training with SLCL**

June '08 – Dec '10

- Heading the training department and operations
- Client interaction for getting the process.
- Streamlining the process in the organization from training to production.
- Preparing the training module and material for the process.
- Conducting train the trainer for the team leads and AM's
- Arranging client meets and visits in and off office premises
- Providing a hand in the recruiting process for bas to top management.
- Conducted reviews with the AM's and team leads.
- Sending reports to the clients pertaining training and process.
- RCA's prepared for and towards the betterment of the process.
- Worked in H.R. Department.

**Process Manager with Intouch Solutions Pvt Ltd**

Nov '06 to May '08

- Handling multi process at a single point of time (2 to 3 processes)
- Handling VAS process for Vodafone as our client
- Handling OXFAM process, an outbound lead generation process
- Handling Welcome callback an outbound after sale process
- Handling Vodafone 250 seaters inbound process for bronze customers.
- Taking care of financials of the different processes
- Preparing the reports and sending to the client
- Working as mediator between the organization and the client.
- Taking process review with the team leads and quality team
- RCA's prepared for and towards the betterment of the process.

**Team Leader with HERO ITES**

May '01 to Nov '06

- Worked with several processes as a team leader
- Handled different international processes (US & UK, Canadian)
- Preparing the reports on team performance and quality
- Running different competitions in the team to drive performance
- Taking care of attrition and maintaining the attendance
- Prior with the same organization as a Team processes Trainer (ATL)
- Prior as a Sr. Associate in HERO ITES

**Information Retrieval Officer with JUST DIAL**

Apr 2000 to May '01

- Taking inbound call for different customers
- Generating leads to get business tie ups

**ACHEVEMENTS**

- Moved ahead in the same vertical step by step
- Done lots of trainings for team and process management
- Awarded as the best team leader for a quarter in Hero ITES
- Worked and enhanced my linguistic skills and knowledge
- Worked with good organizations and done well
- Capable of doing multitasking at a given point of time

## 19. Profile BT Vishwanath

Vishwanath has a chequered experience of about **22 years** in **teaching, and Training industry, consulting and research**. This includes about **7 years experience in Academics Management at the level of Head of Department**.

Vishwanath has **completed private research on Loyalty Management and Customer Reward Systems – a topic in marketing approached from an AI perspective**. The goal of the research was **to produce a reward system that would offer substantial bonuses to customers in exchange for loyalty**. The project when fully implemented will **result in the development of an ecosystem that can support and nourish entrepreneurship**. This will **result in inclusive economic growth that can solve fundamental national problems like poverty, illiteracy and unemployment**. This research is ready to be implemented.

Vishwanath is **building a training management system**. Vishwanath is **currently and writing a book on Linux** targetting school children! Vishwanath's immediate research interest is **"An Expert Systems Approach to Predictive Astrology."** Vishwanath's current other interests include Web-based application systems, Open Source Software, and entrepreneurship development.

### Summary of Qualifications

- *Degree Major Institution*
- **Master of Technology**
- **Artificial Intelligence**
- **University of Hyderabad, 1995**
- **Master of Science Mathematics IIT, Kanpur, 1988**
- **Bachelor of Science Mathematics Loyola (Autonomous) College, Chennai,**

### Achievements

1. **Invented a Loyalty Management and Customer Reward System** that will have far reaching consequences for human living across the world. In summary, the system when implemented will be **able to offer a reward equivalent to up to 30%** of the purchase value of a transaction in exchange for loyalty! **Potential to defeat inflation!**
2. Completed the research and development of a **Training and Internship Programme** that **guarantees placement to successful participants**. Currently the programme is **designed for creating sales professionals** but the methodology can

be adapted to create any skill-force. The programme has **already been adapted to create the Next-Gen of Teachers for the next decade.**

He has designed a twenty point technology programme that can **redefine the Technology landscape of an educational institution** by leveraging IT Technologies **to increase efficiencies leading to better outcomes** in the Teaching-learning processes.

Published a paper at the International Conference on “**Managing Behavioural Problems of Students through Teaching and Parenting**” held on 10, 11 September 2012 at New Delhi organised by the Paavan Chintan Dhara Charitable Trust.

Was **Product Engineer leading the requirements engineering and quality assurance of Prakashak**, Sonata Software's then multiple-award winning flagship product – 1989 – 91.

Was awarded the **NBHM scholarship for higher mathematics by TIFR, Mumbai** during M. Sc. This was one of only seven countrywide scholarships with only two being given to IIT/ K.

**Topped the all India entrance examination** for M. Sc. (Mathematics) at IIT/ K.