



Rakesh Sharma

Rakesh Sharma is the **founder** and **Chief Solutions Officer** of Prime Performance Solutions. He has got more than 27 Years of Corporate Experience. He has worked at senior positions in 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.

Expertise:

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

Academics:

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.**

Hands on:

Rakesh has experienced working extensively in Competency development, and TQM with world leaders like Xerox and presented his "**Business Process Re engineering**" work at **World Summit Fuji Xerox Japan.**

In Bharti Airtel he led the design, implementation and audit of various organizational processes.

Competency Development

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.**

Esteemed Clients

He has served many clients ranging from private sector blue chip companies to Navaratna PSUs. Some of the major clients he has served are **Maruti Suzuki, BHEL, IFFCO, RITES, Bovian Health Care, CCERT, RICO Industries, GHCL, EPFO, EPI Etc.**