



## **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 organizations 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 academician. He has a extensive experience in designing and Executing the organizational 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.