

Shikhar Singh

Talent Development/ Transformation Professional

Result-driven professional with a proven track record of 12 years, targeting assignments in Talent Development/ Transformation; Learning & OD.

Professional Qualifications

- Alumnus of Human Resource Audit Program, XLRI.
- Certified HJA-PPA (DISC) Practitioner by Thomas International Ltd.
- STRENGTHSCAPE Certified Assessor for DISC Assessment.
- Certified Facilitator by Dale Carnegie & Associates Inc.
- Diploma in Training & Development from ISTD, New Delhi.
- Pursuing NLP Practitioner Certification.
- Pursuing Life Coach Certification.

Skills (Functional & Behavioural)

Competency Framework	Skill Gap Analysis	Learning & OD	Impact Assessment
Business Orientation	Leadership & Talent Pipeline	Result Driven	People Centric

Profile Summary

- Contributed to the work of Human Capital Management Team with Manufacturing, Power, FMCG, Automobile, Banking, Healthcare, Insurance, HR Automation, Hospitality, IoT Platform, EdTech, Education & IT/ ITES Sectors.
- Designed effective interventions for Leadership Development, Managerial Development & Talent Development.
- Delivered more than 25,000 man-days of direct training.

Professional Experience

Freelance Facilitator

August, 2019 – Till Now

- Designed interventions for participants ranging from “First Time Managers” to “Business Leaders”.
- Partnered with clients like BSES Rajdhani Power Limited, Jindal Stainless Ltd., DLF Ltd., Noida Power Company Ltd., SRF Ltd., Anand Group (Auto-Component Manufacturing), Standard Chartered, AIG India, Reckitt Benckiser India, Olympus Medical Systems, Tuya Smart, Orientbell Tiles, Tokyo Ink, Girnarsoft (Cardekho.com), Joyson ANAND Abhishek Safety Systems (JAAI), Indian Institute of Management - Udaipur, Centre for Development of Advanced Computing (CDAC) & SGT University.
- Programs curated & delivered:
 - Leadership Development Programs for Senior-Mid Management Profiles
 - Managerial Development Interventions
 - Diversity & Inclusion (Generation/ Gender/ Cultural Sensitization)
 - Organizational Development Interventions to solve business related problems for Mid-Level Managers
 - Career Development Plan oriented trainings
 - Individual Development Plan oriented trainings (Self-Awareness/ Communication/ Negotiation/ Conflict Management/ Interpersonal Relations/ Agility/ Decision Making/ Goal Setting/ Stress Management/ Ethics/ Facilitation/ Team Work/ Sales & Customer Relation/ Organizational Awareness/ Coaching & Mentoring)
 - Train the Trainer Workshops
 - Transferable Skills (Time Management/ Listening Skills/ Personal Development/ Adaptability/ Giving & Receiving Feedback)

OMAX Autos Ltd.

Manager – HR (Lead Talent Management)

March, 2019 – August, 2019

- Initiated collaboration with IIT-Delhi for Talent Development through Short Term Tech. courses.
- Designed Individual Development journey for High Potentials at Senior-Mid-Management Level.
- Custodian of Assessments for Campus Recruitment.
- Designed Annual GET Incubation Program along with Career Development Plan (CDP) for GETs to fast track their growth in the Organization.

UNO MINDA

Deputy Manager – HR (Learning & OD)

October, 2016 – March, 2019

- Designed and executed pilot OD Intervention for Emerging Leaders (DGMs & GMs) in the Group to enable them to solve Organizational Concerns of the next level (Manpower, Machine, Material, Money, Management, Marketing).
- Done project on Critical Talent Management for High Potential Managers, DGMs & GMs across the Group to fast track their growth in the Organization.
- Drafted Talent Management Roadmap for Outstanding Achievers at AM/ DM Level to create Talent Pipeline for Managerial positions.
- Conducted “Train the Trainer” workshop for Domain/ Business/ Unit HR HODs and Manufacturing HODs.
- Conceptualization of Behavioural Training Sessions (Planning & Organizing; Communication Skills; Human Relations; Change Orientation, etc.) to facilitate good Interpersonal relations with internal as well as external customers.
- Designed Sessions on Talent Practices (Inculcating Good Recruitment Practices, PMS Orientation, Providing Feedback and Attrition Control) to support Unit/ Business/ Functional Heads in creating a conducive environment.
- Part of Group Corporate Audit Committee as custodian of HR to identify and fill the gaps in execution of Best Talent Retention Practices.
- Designed Career Development Plan for GETs joining the Organization to promote in-house talent pipeline.
- Done project on internal development of LMS & e-learning modules in collaboration with IT team.

Applect Learning Systems Pvt. Ltd. (Meritnation.com)

Assistant Manager – HR (Talent Development)

February, 2015 – October, 2016

- Designed and executed OD Journey for Business Leaders to improve their Talent Engagement skills.
- Conducted Development Intervention for Mid-Level Managers to enhance Team's Productivity & Reduce Attrition through effective Collaboration, Delegation & Inclusion.
- Designed & trained critical teams on Consultative Sales (Process & Behavior) flow to enhance customer interaction experience over calls to support Business needs of the Organization.
- Done Customer Orientation sessions for Sales & Customer Support function to reiterate basics of Customer Engagement.
- Done handholding for new joiners during 15 days OJT after the completion of induction to enhance their understanding of Call Orientation, Objection Handling & Conversion.
- Done Quality benchmarking and audit to ensure dissemination of good call practices enabling customer satisfaction.
- Deployed as mentor for the Team of counsellors pitching JEE/ AIPMT preparatory program to facilitate quality counselling for generating expected business.

Earth Group**Deputy Manager – HR (Training & Development)****October, 2013 – February, 2015**

- Designed and conducted Leadership Grid based OD intervention for Sales Heads to enhance Productivity & control Attrition.
- Designed and executed Sales Process & Behavioral Training to ensure proper understanding of Sales Pitch, Objection Handling & Conversion among the sales team.
- Trained & done hand-holding for Sales as well as Customer Service function to enhance Customer Interaction, Satisfaction & Retention.
- Implemented Business Associates & Channel Partners Training model to improve business penetration in areas other than Metro Cities.
- Done mentoring for new joiners for their initial (first month) Customer Meetings, Site Visits & Negotiation Discussions to support them fetch business as well as gain confidence.

NetAmbit Value First Services Pvt. Ltd.**Assistant Manager – HR (Sales Excellence)****February, 2013 – September, 2013**

- Designed Sales Process & Behavior training to ensure appropriate pre-sales stages to be followed by Sale Teams to enhance Customer Engagement.
- Enabled Customer Service function on Service Excellence to facilitate Customer Retention.
- Done Project Orientations for better holistic understanding of locations to be sold.
- Actively Trained Channel Partner Network to enhance the reach of sales network.
- Done handholding for new joiners to facilitate Business Development.

Career Launcher**Personality Development Faculty****July, 2009 – January, 2013**

- Delivered Personality Development Sessions at Centres as well as various Colleges (Apr. 11 – Jan 13)
- Liaising with colleges by offering demo Personality Development workshops for students to enhance footfall at the business centre.
- Visiting faculty for Personality Development Program @ Career Launcher (Jul. 09 – Feb. 11)

Personal Details

Date of Birth: 14-Jan-1989**Educational Qualification:**

- PGDM from Asia Pacific Institute of Management
- B. Com from Lucknow University

Hobby: Photography & Poetry**Marital Status:** Married**E-mail:** shikhar8916@gmail.com**Mobile:** 9821066876**LinkedIn:** <https://www.linkedin.com/in/shikhar-singh-squad/>**Shikhar Singh**