**Summary of Experience:**

Over 22 years as Human Resource professional with Expertise inTalent Development; Design and Delivery of Learning Interventions; Coaching; and Counseling.

**Key Contributions:**

* Transitioned Global Leadership Development programs and customize to Indian context
* Time and Cost savings for cross functional teams of a Big 5 consulting organization
* Enhanced training design and delivery effectiveness of mid size financial product company
* Improved Customer Satisfaction Score (soft skills) of a business unit, for a large US client
* Improved the Employee Satisfaction Score of support function (rated # 1 after intervention)
* Excellence award for the best support function

**Certifications:**

* Cognitive Behaviour Therapy – Level 1
* Myers & Briggs Type Indicator (MBTI)
* The Magic of Making Training Fun
* Train the Trainer
* Transactional Analysis – Level 1
* Gemba Kaizen and 5S
* ISO 9001:2001, ISO 14000 Internal Auditor

**Programs Facilitated for (Titles on last page):**

* Leadership Development
* Managerial Development
* Individual Development
* Communication
* Self Awareness & Self Management

|  |  |
| --- | --- |
| **Professional Strengths** | **Personal Strengths** |
| 1. Application of Behavioural concepts and Psychology | 1. Execution Excellence |
| 1. Understanding Business and Operations | 1. Emotional Intelligence |
| 1. Measuring Development Effectiveness | 1. Systemic Thinking and Process Orientation |

**Independent Behavioural Trainer, Consultant, Counselor** – 2016 onwards

Responsibilities: Design, Develop and Deliver interventions for Leadership and Management development in industries like BFSI, IT (Product, Service & Captive units), Consulting and Global Shared Services industry. Counsel individuals for Self Management, Emotional Management and Personal & Professional development.

**Whiteboard Consulting Pvt. Ltd. – Director & Principal Consultant** – 2007 to 2016

Responsibilities: Business Development; Brand Building; Train, Develop and Oversee External Vendors and Trainers; Design and Deliver interventions for Leadership and Management development for the Services industry.

**Infosys Technologies Ltd – Consultant (Infosys Leadership Institute)** – 2003 to 2007

Responsibilities: Leadership and Management Development of 3 business unit and 1 location (Over 4000 employees). Customized Development Interventions, Competency Based Learning Solutions and Consult on People Development.

**General Motors India – Human Resource Executive – 2001 to 2002**

Responsibilities: Generalist HR role with focus on Training & Development, Performance Management, ISO Compliance and Internal GM HR process compliance.

**MAQ Software – Manager Human Resource – 1999 to 2000**

Responsibilities: Recruitment, Performance Management, Talent Development, Policies, Finance and Administration.

**Education:**

* Master in Management Studies (MMS), 1999, Welingkar Institute of Management, Mumbai
* Bachelor of Commerce (B.Com.), 1997, Jaihind College, Mumbai

**Annexure of programs facilitated:**

* Leadership Development:
  + Leadership Styles
  + Self Awareness
  + Transition to First Time Manager
  + Transition to Second Line Manager
  + Mindset
* Managerial Development:
  + Coaching & Delegation
  + Giving & Receiving Feedback
  + Performance Management & Feedback
  + Conducting & Facilitating Meetings
  + Managing Conflict
  + Competency Based Interviewing Skills / Interviewing Skills
* Individual Development
  + Managing Workload
  + Managing Personal Energy
  + Interpersonal Skills
  + Planning & Prioritizing
* Communication
  + Assertiveness Skills
  + Business Presentation Skills
  + Business Communication (Written & Verbal)
* Others
  + Cross Cultural Sensitivity (USA, UK, German/Swiss)
  + Myers & Briggs Type Indicator (MBTI)
  + Transactional Analysis (TA)
  + Train the Trainers (Basic & Advanced)
  + Emotional Intelligence
  + Collaboration & Team Development