

DR. RAJESH S. ARORA

PROFESSOR CUM VICE PRESIDENT, KINGS UNIVERSITY COLLEGE, GHANA

APPROVED PROFESSOR CUM DIRECTOR UNIVERSITY OF MUMBAI

APPROVED DIRECTOR, UNIVERSITY OF PUNE

VISITING PROFESSOR DHBW UNIVERSITY, GERMANY 2013-2014

**MEMBER- SCIENTIFIC ADVISORY RESEARCH COMMITTEE – 3rd APPLIED
RESEARCH CONFERENCE (ARCA 2014 – KNUST)**

ACCRA LEADERSHIP CONFERENCE KEYNOTE SPEAKER –ACCRA -APRIL2014

KIE CONFERENCE SESSION CHAIRMAN SEPT 2013, UK

**KIE CONFERENCE MEMBER- RESEARCH ADVISORY COMMITTEE- UNIVERSITY OF
MIDDLESEX, UK SEPT 2014,**

**SESSION CO CHAIR – UNIVERSITY OF GREENWICH – INTERNATIONAL CONFERENCE ON
COMPARATIVE & MULTIDICPLINARY STUDIES IN SOCIAL HUMAN SCIENCES**

**HOST SCIENTIST – DR C V RAMAN FELLOWSHIP DEPT OF SCIENCE AND
TECHNOLOGY, GOVT OF INDIA- FICCI**

**RESEARCH SUPERVISOR- NCERT FOR INTERNATIONAL PROGRAM ON GUIDANCE
AND COUNSELING**

APPROVED TUTOR FOR MANAGEMENT, HERIOT WATT UNIVERSITY,UK

APPROVED GUIDING TEACHER WITH ISTD, NEW DELHI

**CERTIFIED TRAINER – CARLTON ADVANCED MANAGEMENT INSTITUTE – FOR
CERTIFIED TRAINER & FACILITATOR PROGRAMME, US**

DR. RAJESH S. ARORA

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Monday, March 17, 2014

To,
President of the General Council of the University of Porto
Praça Gomes Teixeira
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Greetings

Sub: APPLICATION FOR THE POST OF RECTOR OF THE UNIVERSITY OF PORTO (2014 - 2018 MANDATE)

I express the interest to present a complete profile for the consideration of above position.

The vision is to contribute towards Human Capital Enhancement that augments the individual's employability and competency prospects by maintaining work-life balances through industrious Business Academic – Academic Administration Leadership globally.

The experience gained in Industry, Academics, Academics Administration (National / International) & University Administration, Business Consulting & Research helps to contribute with necessary Doctorate from University of Mumbai (2001) as per qualification norms prescribed by UGC/ AICTE for the above position.

The Campus Management Experience for past 19 years since 1995 can be summarized as follows:

Currently, I am the Vice President at Kings University College, Accra, Ghana (www.kuc.edu.gh). The focus is to look after USD 2.0 Million revenue, University Administration and Management/Development along with mentoring Universities like University of Cape Coast & London Metropolitan University, UK supervising 3 schools in Law, ICT & Business.

The exposure of working as Chief Operating Officer (Higher & Technical Education) at Universal Education Group enriches my profile by supervising "Principals" & "Directors" of Institution affiliated to University of Mumbai / Pune and its development in the area of Academic, Academic Administration, Human Resources, and Infrastructure for varied streams under Higher & Technical Education comprising of Management, Commerce, Science, IT, Engineering, Law, and Education for UG / PG Courses. The job involves managing 8 colleges in UG/PG areas that house 12000 students, 150 faculties with an approximate turnover IRS 15 crores (USD 2.5 million).
<http://www.universal.edu.in>

With 24 years of total work experience of which 18 years is Post MBA Qualification; I gain an impetus to apply for the above mentioned post. Being approved as Director by University of Pune at Padmashree Dr. D. Y. Patil Institute of Management Studies, www.dypims.com added value by receiving Accreditation status from National Board of Accreditation (NBA- AICTE) New Delhi; this was the major achievement of the undersigned besides enhancement of results by 300% in Distinction and 200% increase in first classes and drastic reduction in rate of failures to 15%.

The assignment with University of Mumbai as Professor cum Director for 2 years (2009-2011) helped to understand the macro picture of functioning of the University's systems in Academic and Administrative Management, www.mu.ac.in. This includes participating in Staff Selection Committees on behalf of Directorate of Technical Education, Participating in activities of Board of Studies, NAAC Committee, and Budgeting exercise for Finance & Accounts Committee and Members / chairman of the Examination process of the University.

The international exposure as Principal / Program Coordinator at Heriot Watt University, www.hw.ac.uk approved Support Centre at Dubai/Kuwait during the period 2004-06 allowed understanding the International Management of Programs, Students Counseling and Mentoring, Faculty Management along with International norms for teaching, administration and Quality deliverable for every course.

During my Industry tenure; I was exposed to technology of varied platforms for capturing knowledge base. This has enhanced the knowledge depository by capturing key information of industry, business to advantage of its employees. The interaction with International universities like Heriot Watt University, UK & IMT Dubai, helped to understand the Blackboard technology for academic use and announcement of course related information by Professors. SAP usage at Padmashree Dr D Y Patil Institute of Management was implemented from Admissions to Completion of course of the students with complete training of the Teaching and non teaching staff. In the previous job, I have learnt the practices of using Google based application at Universal Education Group, wherein sharing of documents, templates is made easy including posting relevant information and having video conferencing with the Principal / Director who reported me.

The Research and Consulting & Executive Development experience since 1998 for the past 15 years is summarized as follows:

The nomination as a Host Scientist (2011) under Dr. C V Raman Fellowship Program by Department of Science & Technology & Federation of Indian Chamber for Commerce & Industry (FICCI) to direct Post Doctoral Research Thesis with African Scholar for Six months has added value to research and academic portfolio. The experience gained by guiding & supervising research proposal for PhD Students in Management Research at ITM BITS (Mesra) during the period 2002- 2009 & Approved Internship Guide with ISTD since 2007 and Research Supervisor for International Program on Counseling & Guidance by NCERT in 2011 gave a chance to promote research based culture in academic institution during my tenure.

I am constantly involved in Professional & Industry Research Activities. This became possible when I joined a UK Based company TACK Training International, www.tack.co.uk. The company came to India in association with Aptech Ltd, the tenure (1998-2004) has build the special talent to understand areas of Business Research, Challenges and consulting work that was carried for FMCG, Consumer Durable, Manufacturing, Automotives, Banking, Finance, Insurance, Information, Communication, Entertainment, Oil, Power Gas & Hospitality Sector. During the period of 2007-09, I have personally executed Industry & Business Research Activities of USD 70,000.

Besides writing 89 training manuals (Monographs) for In-company program for private circulation keeping in mind the audience training requirements, there has been focused contribution in writing 13 Research papers and Business Research reports at National and International Conferences including In-company request.

I am contributing as a member of the Research & Advisory committee for the KIE Conference 2014 <http://www.kiecon.org/page9.html> for University of Middlesex. I am contributing as Session Co Chair for the University of Greenwich at International Conference on Comparative and multidisciplinary Studies in Social and Human Sciences <http://www.conference.ijmcs-journal.org/index.html>.

CV of Dr Rajesh Arora

I am a member of the Research and Advisory Board for ARCA Applied Research Conference at University of Science & Technology, Kumasi. I have appeared at Ghana TV Breakfast Show to talk on Budgeting & Budgetary controls on Thursday, 20 February 2014. I will be speaking on Training & Development for Employees in African Companies and Academic Leadership in Africa in conferences as key note speaker.

Finance

Since 2004 I am actively involved in setting business targets in an academic environment and evaluate varied permutation and combinations of a business. The exercises conducted were drawing business plans and estimating cost estimates, marketing budgets, revenue numbers from students numbers and other allied income like Management Development Programs/ consultancy for institutions. Cost Management to ensure the bottom lines are measured as per budgets have been one of the key focus with quarterly reviews with the finance team. The industry experience had a touch of financial perspective to every work for e.g. Annual budgeting, Cash Flow Operations, Customer Profitability and Growth Analysis and set various financial metrics to measure organisational success time to time.

Leadership and Communication

Industry Experience of 24 years in Sales, Service, Marketing, and Training & Business Consultancy has nurtured the business acumen to draw and work on business plans, build relationship with varied stake holder, promote customer retention with acquisition of new business and clientele. This exposure allows bridging the gap between Academic and Practice by integrating University Curriculum to the needs of industry. The time and effort invested in varied verticals for Training, Business Consulting and Research has enhanced the intellectual capital. This enhances University Administration, its marketing and satisfaction level of varied stake holders. These skills have allowed being collaborative and cohesive with team to achieve goals. The role led during this period has provided opportunity to work on performance management, Coaching and Counseling to make organizations/institutions perform better.

Academic Teaching exposure of past 18 years in management institutes in India and abroad has encouraged making conceptual learning's stronger and putting forward learning assignments with practicum for benefit of students / trainees. The exposure of International Association with Heriot Watt University, Informatics-Singapore, SHRM-US, Duale Hochschule Baden-Württemberg Heidenheim-Germany, cultivated the understanding of International teaching & learning mechanism with multimodal teaching pedagogy.

Business - Industry Interface

The Profile of the undersigned is a combination of Industry and Academic Experience for the past 24 years (1988-2014). This has enabled to communicate with business/commercial acumen along with the focus on enhancing employability of graduates for higher branding of the institutions. The exposure with TACK Training International (In Association with Aptech Ltd) www.tack.co.uk enabled me assist corporation of various size to develop Strategic Plans & Financial Metrics to envision the future. Linking strategic plans with existing competencies of people was quintessential element for futuristic approach to business, people and process.

Since 1998 I have invested my energies in capability enhancement of varied organisations by identifying Capability deficits in a scientific manner. It was during this time when I got sufficient exposure in FMCG / Consumer durables/ IT/ Banking/Finance/Insurance/Manufacturing/ Automotives sector to drive Sales/ Sales Management / Customer Service/ Channel Management / Managerial and Leadership Programs. This has built my intellectual capital to drive Academic Industry with a defined purpose and student centric education. The consulting experience with focus on Business development & Account Management & understanding of processes has built the overall persona to take charge of with substance and style.

Quality Assurance

The start of Industry Institute Partnership at University of Mumbai was first of its kind which received applauds to bring Academia- Students & Industry together for consultations on varied business issues including employability levels and job markets. Setting up the student care & Feedback cell as per NAAC / NBA Guidelines allowed seeking regular feedback and demonstrating improvements, acceptance and rejections of suggestion so provided in a very transparent mode. Faculties delivery and academic quality was enhanced with introduction of industry experts, Guest Professors, Mentors program having successful Alumni, the strategies so followed enhanced the academic environment including Student Satisfaction.

Being the Full time Professor cum Director at The University of Mumbai (www.mu.ac.in) guided me how to keep motivated in a constraint filled environment. A work environment that expects to follow multiple processes /approvals to execute task in University setup has helped me understand how challenging can be situations in public life. Dealing with varied stakeholders has enhanced my capability for public address and facing trivial situation.

The above mentioned credentials allow me to approach your office with confidence to give shape to the agenda of people and process for overall university development and its management.

The Complete CV for the selection committee is attached for review. I request you to provide a platform presence to communicate the credential mentioned in my CV for the benefit of the University.

This position matters the most to me; to fulfill my ambition to head as University Rector and redefine the system of Higher and Technical Education as per international norms. This exposure will help to gain experience and exposure to understand University Administration to greater depth.

Blessed with excellent communication skills, tact and maturity; I possess the right chemistry to instill confidence in the team with whom I would work globally. The demonstration of high level of vision driven Business Leadership will provide opportunities for everyone's career growth including global partners. This will assist to realize their own potential and provide them a platform to excel.

Most important its is to provide Freedom to operate and build the institution. Should this culture persist, my candidature should be taken forward for discussion.

I look forward for an encouraging response.

Thanking you & best regards

Dr Rajesh Arora

Weblinks:

<http://www.conference.ijmcs-journal.org/index.html>.

<http://www.kiecon.org/page9.html>

<http://www.youtube.com/watch?v=PXweGPphvXy>

http://www.linkedin.com/profile/view?id=21511306&trk=nav_responsive_tab_profile

Curriculum Vitae

***Dr. Rajesh
Shamsunder
Arora***



I take complete responsibility for presenting all supporting statements and correctness of facts mentioned throughout the Curriculum Vitae.

Dr. Rajesh Arora

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Personal Details of Dr. Rajesh Arora

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<i>Tel No</i>	(I) 91 22 2884 5055
<i>Mobile</i>	(I) 91 22 98 339 24430
<i>Email ID (Official)</i>	rajesharora@tqmsglobal.com
<i>Email ID (Personal)</i>	drrajesharora1@gmail.com
<i>Date of Birth</i>	29 September 1969
<i>Countries Visited</i>	Europe, UAE, Kuwait, Bahrain

Family Background

S. No	Particulars	Relationship	Profession
1	Sham Sunder Arora	Father	He has worked in Instrumentation in Voltas for 40 years of his professional Career.
2	Chanchal Arora	Mother	She has been a Teacher and later Principal at SKMS High School for 40 years of her life.
3	Shalini Arora	Spouse	She is a Post Graduate in Commerce and Education from University of Mumbai. She is an entrepreneur and operates her own training firm called TQMS Global. www.tqmsglobal.com
4	Tanishqa Arora	Daughter	Studying in Class XII
5	Anshiqqa Arora	Daughter	Studying in Class V

Statement of Purpose

OBJECTIVES & MISSION

'Learning that is Reflective and Experiential; keeps me motivated at work'.

*The mission that I wish to accomplish by being in the profession of "**Enhancing Human Capital**" is:*

- 1. To contribute towards Competency Building of individuals and organizations.*
- 2. To engage in personal transformation of individuals that demonstrates Higher Ethics & Values at work place.*
- 3. To build stronger learning organizations, this lays special emphasis on capability and capacity building of its people.*
- 4. To reflect on the Human Capital Enhancement Initiatives that builds organization through stronger business leadership acumen.*
- 5. To support Institutions in building employable careers that makes people self-reliant through innovation and entrepreneurial skills.*
- 6. To drive and motivate corporate towards Social Awareness.*

Persona

Remarkably proud of what I am today, I would like to observe harmony and balance in my work. Fairness and equality are important while carrying out any task and activity. As the Professional work environment, I look forward to emerge as a natural leader by adopting a very consultative approach. I crave for developing something of my own, something creative – be it business, project, home or whatever – that I can develop and manage according to will and guided vision. This brings a flavor of being unique in my approach. I do have a very strong sense of dignity, self-respect, and personal honor and get deeply offended if someone treats me in a humiliating or dishonorable way. As a result this always remind me that I need to treat people / colleagues around me the way I expect to be treated by others.

I admire others who are strong individuals like me. When I sign a friendship deed I am loyal, sincere, and willing to go to extraordinary lengths to make that person happy. I do have a great heart and courage, and people often look at me which I have observed in my corporate training profession including social situations for strength, encouragement, and affirmation. I do have a strong need for love, admiration, appreciation and praise.

Experiencing Self-actualization and self-realization interest me. I always feel that if one does equivalent to potential, the rest of the world will take care of itself. Tactful, diplomatic, and with considerable social awareness helps me to get work done through people, I do all to avoid conflict and discord. I express a spirit of cooperation and compromise and often achieve through charm and discretion what would have been impossible to achieve by a direct, forceful approach. This is a very important skill I have learnt in my training career especially dealing with adult as learners.

I do have a strong need for beautiful, harmonious surroundings and a natural sense of artistic style and grace, which is reflected in the way I dress, furnish and arrange the home and workspace. Everything must be aesthetically pleasing and appropriate. The self-control and coolness that I demonstrate to deal with people is self healing. Getting motivation through work is a constant motto. Perfectionism & Synthesis means bringing together different things which I constantly thrive for at work to make it interesting. Everything must be fitted together and made to blend. That means finding out where everything fits by naming it, learning about it, categorizing it or classifying it.

A friend of mine said it takes time to understand Rajesh but one who understands doesn't leave him. With intelligence and communication, I possess love of acquiring knowledge, one of the desires to be needed. Any support, talking, understanding, or material assistance is clubbed with generosity and helpfulness to people around. I am reasonable; to often draw out people from their problems in a consultative style. I love to offer advice and detached insights are useful and constructive. I portray sense of safety feeling and love for truth and accuracy. I believe person's strength of soul is seen through eyes. I look forward to get connected.

Brief Synopsis of the Profile of Dr. Rajesh Arora

24 years of total work experience of which **19** years is Post MBA **"I look forward to actively participate and be a liaison bridge in Global Education, Education Administration, , Training, Research & Management Consultancy Process with Institutions/ Corporate India Inc for higher returns, productivity & profits with GROWTH."**

The motivators that influence to present the candidature are:

- 1) Nomination as a **Host Scientist by Department of Science & Technology, Government of India, Federation of Indian Chamber for Commerce & Industry (FICCI)** to direct Post Doctoral Research Thesis under Dr C V Raman Fellowship scheme with African Scholars for Six months (April 2011 onwards). The project was completed b Dec 2011 with the help of a research grant of Rs 1.50 Lacs.
- 2) Visiting Professor at DHBW Germany, <http://www.dhbw-heidenheim.de/index.php?id=438> for Jan –Feb 2013 and now in March 2014.
- 3) Invited as Session Chairman for the International Conference on Knowledge, Enterprise & Innovation KIE 2013, scheduled during Sept 10-13th in London UK, www.skcie.org.uk/page2.html and now the Research Advisory Board Member for the KIE conference 2014.
- 4) Invited as a Member of the Scientific Advisory Committee for the Conference in Applied Research, organized by KNUST, Kumasi, Ghana and a Key Note speaker on Academic Leadership in Africa.
- 5) Key note Speaker in the Accra Leadership Conference in April 2014 on Relevance of Training & Development for Companies in Africa.
- 6) **19** years of Post MBA experience that sets my profile as per qualification norms set by AICTE & UGC for Appointment of Teaching Staff & Directors in Higher Technical Education Institutions.
- 7) **The current assignment is as a Vice President at Kings University College www.kuc.edu.gh since Sept 1st 2013. The last assignment till Dec 30th 2012 was of Chief Operating Officer (Higher & Technical Education) with Universal Education Group. The job involves supervision and development of varied streams under Higher Technical Education group comprising of Management, Commerce, Science, IT, Engineering, Law, and Education for UG / PG Courses and 08 institutions. <http://www.universal.edu.in>**
- 8) **Approved as Director by University of Pune** vide letter CCO / 4388/ 20th June 2011 as Director since May 16th 2011 through a proper University Appointed Staff Selection Committee **at Padmashree Dr D Y Patil Institute of Management Studies, Pune, www.dypims.com. The institute received Accreditation status from National Board of Accreditation (NBA- AICTE) New Delhi for a period of 3 years wef 15th May 2012. This was the major achievement of the undersigned besides enhancement of results by 300% in first class and drastic reduction in rate of failures to 15%.**

- 9) **02 years of Exposure at University of Mumbai as Approved Professor cum Director** since March 2009 to March 2011, (www.mu.ac.in/alkesh). This experience helped to understand the macro picture of functioning of the University's systems in Academic/ Administrative Management. I participated in University's Administrative and Examination Quality enhancement work. Approved as Professor cum Director by University of Mumbai, www.mu.ac.in vide letters TAU/6000/2009, TAU /600/2010, & TAU/1433/201 for a period of Two years (2009-11) along with participation in NAAC Committees as a Member, Chairman for Syllabus Review under the Board of Studies, Chairman for University Examination
- 10) **01 year of experience to be the Founder Director at Smt. K G Mittal Institute of Management Studies & Research** (2006-2007). This year allowed me to understand procedures laid by varied statutory bodies required for functioning of the institute. www.mittalinstitute.com. This was the first time I faced the AICTE, DTE & University Team as Director to represent the Institute.
- 11) **14 years of "Management Consultancy, Research & Training experience on Organization Development & its restructuring along with Corporate Planning / Strategic Management Areas with an UK based Professional Organization – TACK TRAINING INTERNATIONAL (UK) with its International Partner in India, Aptech Ltd, as PROFIT CENTRE HEAD between 1998-2004, (www.tack.co.uk)** has injected the need of business research for consulting & training activities. Demonstration of versatility of working with varied industry verticals has build intellectual expertise to counsel, coach and mentor students pursuing graduation/post graduation in management stream. This experience also promoted the idea to transfer learning with sound adult learning principles for better retention. Initiated a Training Venture in the name of TQMS Global (www.tqmsglobal.com) to expand and capitalize on the experience gained while working with TACK Training International. Currently it's a self sustaining business with a turnover of IRS 3 Million on year on year basis.
- 12) **02 years of International Association** with Heriot Watt University, UK, as Campus Head / Coordinator at their Kuwait & Dubai Campuses for smooth functioning of Academic / Administrative / Operational responsibilities for their Management Program, (www.hw.ac.uk). This experience cultivated the understanding of International teaching & learning mechanism.
- 13) **12 years of Post Graduate Studies** wherein I acquired Masters' Degree in Marketing Management (3 Years Part Time) Master Degree Program of University of Mumbai with First Class in 1995 (www.welingkar.org, <http://www.nmims.edu/>) & **Doctoral qualification in Marketing under the area of Business Policy & Administration** from University of Mumbai (Ph.D-1996-2002) (www.israheja.org) has helped to understand Research principles along with skills in conducting & presenting research with specific reference to Marketing Control Standards. (http://www.mu.ac.in/comthesis_bpanda.html)
- 14) **24 years of Industry Experience** in Sales, Service, Marketing, Training & Business Consultancy has nurtured the business acumen to draw and work on business plans, build relationship with varied stake holder, promote customer retention with acquisition of new business and clientele.
- 15) **18 years of Academic teaching** in premiere management institutes in Mumbai & Internationally with Heriot Watt (UK) in Kuwait, Dubai & Charles Sturt University Australia in Mumbai has encouraged making conceptual learning's stronger and putting forward learning assignments with practicum for benefit of students / trainees. The latest addition is DHBW Germany where my spent two week in interacting with Students from IT & Management to teach CRM & Building a learning Organisation in Jan-Feb 2013

- 16) **Approved Research Supervisor in Management Research** at ITM BITS (Mesra) (<http://www.itm.edu/phd/bit/guides.php> & Approved Internship Guide with ISTD, Approved Ph.D Guide with University of Mumbai, Research Supervisor with NCERT for International Guidance & Counseling Program, Post Doctoral Research Guide and tagged as Host Scientist by Department of Science & Technology & FICCI to guide African Scholars gives a chance to promote research based culture.

- 17) **89 Training Manuals** written in Sales/ Service/ Managerial areas for corporate in last 12 years has elevated the academic / content writing process. Institution can get benefited by such creation for their students.

- 18) **14 years of effort invested in consulting Large MNC** on Business, People and Process in a list of varied verticals FMCG / Consumer Durables/ Automotives, Oil Power Gas / Banking, Finance, Insurance / Manufacturing / Real Estates / Gems & Jewellery / Automotives / Engineering and PSU's

- 19) **Best Speaker Award**, Toastmaster International, US, in Middle East in 2005.

- 20) **Paper Presented** in-absentia at Loyola Marymount University (USA) thru AIMS in June 2009 & subsequently reviewed Books and many other research papers.

- 21) Conducted **Teachers Training at UG/PG level** on creative teaching techniques, team working at University of Mumbai, Academic Staff Training College & with other colleges directly.

- 22) Executed Research projects for Companies worth IRS 4 million (USD 70000) during the period 2007-2009.

Educational Qualifications

Medium of Instruction was “English” in all the courses mentioned herein.

Academically, Credits are gained in **12** years of postgraduate management qualification in marketing from Welingkars & NMIMS management institutes affiliated to conduct Mumbai University courses. (www.welingkar.org, <http://www.nmims.edu/>), I have invested five-years in doctoral studies in Marketing from Mumbai University. The title of the thesis is **“Developing & Evaluating marketing Control Standards in Consumer Goods Industries”** (www.israheja.org)

Educational Qualification	University	Duration	Institute	Class
Certified Trainer & Facilitator	Autonomous	6 months 2006	Carlton Advanced Management Institute , USA http://www.carltonglobal.com/	Pass
<i>Doctor of Philosophy (Ph.D) Dept of Commerce – Business Policy & Administration Topic: Developing & Evaluating Marketing Control Standards in Consumer goods Industries.</i>	Mumbai	<i>Registration Date. 15th Oct 1996</i> <i>Completion Date: 9th July 2001</i>	<i>L S Raheja College of Commerce & Economics</i> <i>Dr Richard Heredia Tel No: 9122-26606806 www.israheja.org</i>	Pass.
<i>Masters Degree in Marketing Management (M.M.M) (Three Years Part-time Six Semester)</i>	Mumbai	1992-95	<i>Prin L N Welingkar Institute of Management Development & Research</i> <i>Tel No: 9122-24090547 www.welingkar.org</i>	<i>I st Yr 72% Ist II nd Yr 64% Iind III rd Yr 60% Iind</i>

Educational Qualification	University	Duration	Institute	Class
<i>Diploma in Marketing Management (D.M.M) (One Year Part time – Two semester)</i>	<i>Mumbai</i>	<i>1991-92</i>	<i>Narsee Monjee Institute of Management Studies Tel No: 9122-26143177 www.nmims.edu</i>	<i>Sem I 68% Ist Sem II 65% Ist</i>
<i>Post Graduate Diploma in Business Administration (P.G.D.B.A) (Two Years Part time)</i>	<i>Autonomous</i>	<i>1989-91</i>	<i>Siddharth Institute of Industry & Administration</i>	<i>Ist Yr 70% Ist Iind Yr 70% Ist</i>
<i>Bachelors of Commerce B.com (Three year full time course)</i>	<i>Mumbai</i>	<i>1986-89</i>	<i>MMK College of Commerce & Economics</i>	<i>52% (Iind) Business Mgt (61%) (Ist)</i>
<i>HSC</i>	<i>Mumbai Board</i>	<i>1986</i>	<i>MMK College of Commerce & Economics</i>	<i>60%</i>
<i>SSC Marathi was learnt throughout the school education as one of the language besides English & Hindi</i>	<i>Pune Board</i>	<i>1984</i>	<i>SKM High School</i>	<i>60%</i>

Total Professional Experience – 24 years
Post MBA Experience 19 years
Post Doctoral Experience 12 years

Company, Designation & Grade Pay	Designation	Company's Website	Post MBA Experience since 1995	Evidence <u>Available on Request</u>
Kings University College USD 6000/- per month inclusive of all Benefits	Vice President	www.kuc.edu.gh	Sept 1 st 2013	Contract Letter
Universal Education Group Salary of Rs 32 lacs per annum	Chief Operating Officer (Higher & Technical Education)	http://www.universal.edu.in/start.html	3 rd May 2012 - Dec 30 st 2012	Appointment letter Copy
University of Pune Approved Director @ a basic of Rs 67000 per month amounting to Rs 1,50,000/- per month	Padmashree Dr D Y Patil Institute of Management Studies (Accredited MBA Program by NBA)	www.dypims.com	12 months 16th May 2011- 2nd May 2012	Appointment letter copy, Salary Certificate, University of Pune Approved Letter.
University of Mumbai Managed Institute as "Professor Cum Director"	Alkesh Dinesh Mody Institute for Financial & Management Studies	www.mu.ac.in/alkesh	24 months March 2009- March 2011	Appointment Letters, Institute Information On DTE Website PhD registered Students details DTE Website
TQMS CEO (Self Employed)	Established in 1999	www.tqmsglobal.com	24 months April 2007- March 2009	Executed Paid Research, Consultancy & Training Business of approximately 30 lacs Revenue details & Income Tax declarations.
Smt K G Mittal Institute of Management & Technology As "Director" @ Basic of 19200 per month	Established 17 th Aug 2006 AICTE Approved Institution	www.mittalinstitute.com	10 months June 2006- April 2007	Institute Website Institute Information On DTE Website Experience Letter
ASAS Institute – Heriot Watt Approved Support Centre As "Principal" @ KD 600 per month 1 KD = Rs 150/- = IRS 90000/-	www.hw.ac.uk Established 1821	Scotland's Heriot-Watt University They deliver degree prg to 11,800 students in 150 countries around the world, have a campus in Dubai	22 months August 2004 till June 2006	Company Website Approved Teacher Letter for Management Contract Copy Mentioning Salary & Position Experience Letter

Company ,Designation & Grade Pay	Company Status Established & Its Turnover	Company's Website	Post MBA Experience since 1995	Evidence Available on Request
Tack Training International In Association with Aptech Ltd Regional Manager @ Rs. 35700/- per month	http://www.aptech-worldwide.com/ Aptech is today a global leader in the career education space with leadership brands and an international presence that extends to 5 continents, 40 countries through close to 1,200 centres with turnover of Approx 162 Cr with more than 500 employees	www.tack.co.uk Established in 1948. Partnered with Aptech Ltd In India in 1997	65 months Dec1998 – Mar 2004	Company Website Annual Report Copy 1998-99 & 2009-10 Salary Slip Income Tax Return Experience Letter TACK Training International Website & UK Awards Details
Lala Lajpatrai Institute of Management Studies Lecture cum Course Coordinator – MMS (AICTE Approved Course) @ Basic 3000- 3300	AICTE Approved Institutions Batch Intake 60 (1997) Batch intake (240 students) in 2011.	http://www.llim.edu/about.asp Established in 1972 with Commerce & Economics Institution with NAAC Grading Management Institute Established in 1995-96	23 Months Jan 97–Dec 98	Institute Website Institute Information On DTE Website Experience Letter
UVI Holidays Pvt. Ltd Manager Marketing & Corporate Affairs @ Ra 16500/- Reporting to Chairman	Private Limited Company	http://www.holidayzworldwide.com/index_new.html UVI Group, which is in Travel and Tourism business since 1986 with turnover above 25 cr	08 months Jun 96- Jan 97	Company Website Details & Income Tax Return Form Experience Letter
Haria Exports Ltd Executive Assistant To CMD @ Rs. 6000/-pm Reporting to Chairman & Managing Director	Private Limited Above 40 Cr Awards from Govt of India , Min of Industry & Commerce for Top Export Performance from 1997-98-2001-02	http://www.hariagroup.com/ Haria group today has 10 companies with fixed assets of over 50 million rupees with turnover above 40 cr	24 months Feb 94 – May 96 (Post MBA 12 months)	Company Website details, Certificates received by the company from Min of IndY & Commerce Govt of India & State Govt of Gujarat. Experience Letter
			= 19 years	

Industry Experience

My **industry experience** started (1988-1991) with corporate sales of 3M products (http://solutions.3mindia.co.in/wps/portal/3M/en_IN/About3/3M/) through its appointed distributors. The fundamental concept of “*Sales orientation*” for positioning 3M products was taught by the parent company. This assignment strengthened selling skills and guided me to understand the principles of service selling.

I realized areas where I could perform better as sales professional. It was the first time I was interacting with the corporate houses and realized the power of sales communication and importance of achieving targets. Slowly and gradually as I switched to P D Hinduja National Hospital & Medical Research Centre, I got exposure to social marketing, delivering presentations to Corporate and Doctors, Specialty & Super Specialty doctors for continuing medical education programs. Events selling & organizing was the key exposure.

During my tenure at Haria Exports Ltd (<http://www.hariagroup.com/>) (1994-96) & UVI Holidays Ltd (http://www.holidayzworldwide.com/index_new.html) (1996-97) I received complete exposure to marketing in an international scenario. The need to design and market creative services & products for users around the globe was predominant aspect of the job. Designing of new products especially in tourism was quite adventurous and challenging & adaptation of Garments to manufacture and ship as per recommended design was an experience of its kind. Timely & correct information was the need in both the industries. Experiencing the demanding customer with zero defect service was exciting and challenging. It was here my customer-oriented focus got clearer with experience curve running north. The skills related to customer oriented solution provider and planning & controlling sequence of events while processing service orders were learnt. Being assertive and influential with all service providers or when working with cross-functional team was a skill which needed development with experience. An essential feature of this exercise was good business sense and a careful balance between commercial acumen and people skills. This slowly came in to focus.

I gained my “*Managerial Experience*” at Haria Exports Ltd & UVI Holiday Ltd. The international exposure helped me to understand Customer Orientation and develop the skills of handling difficult & different types of customers. The wide exposure to consumer sales & services at institutional level coupled with management education and teaching practices helped me to depart to Sales Training & Management Training at TACK Training International (www.tack.co.uk). TACK which was established in 1948 has 40 training partner all across the globe, entered in to India in Alliance with Aptech Ltd (<http://www.aptech-worldwide.com/>) which has a turnover of more than Rs. 200 Cr and 500 plus employees.

With 6 years of efforts during this period (1998-2004), I was able to make use of:

- ◆ Strong industry experience with training nearly 26000 people in last 12 years.
- ◆ Use of 10000 hours of strong training and field accompaniment contact.
- ◆ Share best sales practices from some of the global / national world leaders.
- ◆ Make the delegates think beyond the industry and help them to develop an explorer’s attitude.
- ◆ Also be creative in delivering and processing his training contents best used at international levels by TACK Training International across 40 countries around the globe.

Later on since 2004, I have contributed in Academics at National and International level and reached to a position of Vice Chancellor Nominee (University of Mumbai) to head the University Department as Professor cum Director. This aided to be a part of the University set up and learns the University Administration process.

Approval of Directorship from University of Pune for Padmashree Dr D Y Patil Institute of Management allowed me to set up systems and processes to face the NBA Team. Approval as Teacher from Heriot Watt University, UK supported my understanding towards International Service Level Agreement in Teaching, Learning & Assessment. Setting up international Operations in Dubai and Kuwait as Principal/ program Coordinator also gave interesting insights to my competencies o working in cross cultural setup with understanding of local laws.

The details of each company I was associated are as follows:

Sept 1st 2013 – till date as Vice President (Kings University College Limited) .The job Involves Academic and Academic Administration along with University Development activities.
www.kuc.edu.gh



May 3, 2012 – Dec 30st 2012 as Chief Operating Officer (Higher & Technical Education) with Universal Education Group. The job involves supervision and development of varied streams under Higher Technical Education group comprising of Management, Commerce, Science, IT, Engineering, Law, and Education for UG / PG Courses. <http://www.universal.edu.in/>



**May 16, 2011 – May 2, 2012 Director at Padmashree Dr D Y Patil Institute of Management Studies, Pune www.dypims.com,
Approved and affiliated to University of Pune.
Chairman of the Research Centre, President of Alumni Association**



March 2009- March 2011: Professor cum Director University of Mumbai, Alkesh Dinesh Mody Institute for Financial & Management Studies, www.mu.ac.in/alkesh



**April 2007- March 2009 CEO- TQMS GLOBAL, www.tqmsglobal.com,
Business Consulting & Training initiatives (A Self Employed Initiative)**



**JUNE 2006- APRIL 2007: DIRECTOR
Smt K G Mittal Institute of Management Studies & Research. www.mittalinstitute.com**



**August 2004 till 2006: Principal / Program coordinator -
ASAS Approved Support Centre at Heriot Watt University (UK) in
Kuwait and Dubai www.hw.ac.uk**

Contd.../

August 2004 till 2006: Principal / Program coordinator -ASAS Approved Support Centre at Heriot Watt University (UK) in Kuwait and Dubai www.hw.ac.uk

Core Aspects of the Job:	Programs Conducted:
<p>Academic Responsibilities</p> <ul style="list-style-type: none"> ◆ Tutoring and delivery of Management related subjects to students registered for BBA / BSC IT/ MBA courses at Heriot Watt University, ◆ Coaching students in Researching / writing term paper that allows to access practical knowledge of industry. ◆ Implementation of Module Descriptors that allows our tutors to understand the Learning outcome in the area of Subject mastery that enhances personal abilities of our students ◆ Continually assessing the role of quality execution thru proper academic planning by tutors and students for better performances. ◆ To coach faculties on the development of the depth and breadth of the curriculum and ensure its linkage with practical world to bridge theory and practice. ◆ To develop programs and strategies that enhance the academic performance of students ◆ To provide special guest lectures or workshops Series that enriches the academic and learning environment of the Institute. ◆ To promote greater student communication thru leadership, presentation, training and involvement opportunities. ◆ To develop a campus that is safer, more aesthetically pleasing and more encouraging of Student interaction. ◆ To enhance university / Institutes public profile. 	<p>Administrative Responsibilities</p> <ul style="list-style-type: none"> ◆ Liaison between University for responsibilities that allows for better coordination and control. ◆ Liaison with Heriot Watt University to implement academic and administrative responsibilities in a professional manner. ◆ To ensure the continued enhancement of the Academic profile of the student body by adhering to high quality admission standards. ◆ To Introducing courses and programs that are distinctive but complementary to those offered at the ASC especially for working gradates in order to build awareness of the Institute. ◆ To maintain and enhance the quality of library services by ensuring required books, periodicals, journals are available. ◆ To provide current information technologies and services. ◆ To maintain and enhance the retention rate among qualified students. ◆ To ensure the decision making process related to academic and administrative issues are professionally followed as per norms of the university. ◆ To prepare financial budgetary plans, strategic business plan that depicts future growth and guide the management accordingly.



December 1998 – March 2004: Regional Manager – West TACK Training International (A UK Based Training Institution) being in India in Association with Aptech Ltd) [website: www.tack.co.uk](http://www.tack.co.uk).

Core Aspects of the Job:	Programs Conducted:
<ul style="list-style-type: none"> ◆ Regional Business Development Responsibilities (Booking, Billing, Collection, Profits, Contribution & Growth as per business plans). ◆ Building up the team of Trainers, Consultants, Content Specialist & Support Services & Sales team. ◆ Assessing Training Need of an Organization by making use of DNA instruments. ◆ Customizing Training Modules as per trainees requirements ◆ Executing Corporate Training Programs Business Development (Repeat Business) ◆ Content Development for customized delivery. ◆ Providing Post Training support by measuring: <ul style="list-style-type: none"> A) Reaction Level, B) Learning Level, C) Behavior Modifications, D) Result Orientation. 	<p>A) Sales Oriented workshops</p> <ul style="list-style-type: none"> ● Sales & Sales Management ● Customer Service (Relationship Marketing) ● Key Account Management & Negotiations Skills <p>B) Behavioral Workshops</p> <ul style="list-style-type: none"> ● Motivational Leadership ● Working in Teams (Sales and Service teams) ● Communication & Presentation Skills ● Developing Your Executive Skills / Supervisory Skills ● Personal Effectiveness / Personality Development <p>Assertiveness & Emotional Intelligence</p>

Contd.... /

**December 1998 – March 2004: Regional Manager – West
TACK Training International (A UK Based Training Institution) being in India in
Association with Aptech Ltd) [website: www.tack.co.uk](http://www.tack.co.uk).**

Account Information	Success Behind Major Accounts
Bayer (I) Ltd, Bharat Shell, PNO Neddloyd Schindler, MBT, ICICI, IDBI, Pantaloon, Bombay Dyeing, Hexaware, IMR, Voltas, Tata SSL, Yokogawa Blue Star, Mahindra & Mahindra, Blue Star, Dabur, Godrej Soaps Ltd, Price Waterhouse Coopers, Travel Corporation (India) Ltd, IndialInfo.com, Hindustan Aeronautics Ltd, Aeronautical Development Agency (Ministry of Defence), Maharashtra State Electricity Board, Bhabha Atomic Research Centre & Hotel Oberoi to NPL, Yash Birla to name a few.	<ul style="list-style-type: none"> ◆ Preparatory Work with Field Visits ◆ Understanding of Industry / Business Issues/ Problem Areas (Behavioral / Attitudinal /Functional). ◆ Flexibility to Handle varied Audience / Course Delivery.
Content Development:	New Methodology Practiced
<ul style="list-style-type: none"> ◆ Development of New Courses ◆ Case Studies ◆ Role Plays ◆ Delegates Handouts ◆ Trainers Lesson Plans & TP's ◆ TBT material. 	<ul style="list-style-type: none"> ◆ Step by Step Presentation ◆ Reading ◆ Open Discussion ◆ Brain Storming ◆ Action Mazes ◆ Experiential led methodology
Industry Worked For	I.T. Farm Equipment's Industry, Manufacturing, FMCG's, Retailing, Air-conditioning, Shipping, Automobiles, Hospitality & Consulting, PSU's and ITES.

OTHER ORGANISATIONS



Lala Lajpatrai Institute of Management Studies (Affiliated to University of Mumbai since 1995. The institute conducts two year full time Master degree program in Management Studies)	Lecturer in Marketing	Jan 97– Dec 98
Job Description: A) Delivering following courses: (Sales Management, Marketing Research, International Marketing, Organizational Behavior & Principals of Management for 1st year & II year students. B) In-charge of Academic Administration (time table/ extra session/ Faculty arrangements/Examinations (Internal) Guest lecture etc.) C) Representing Institute on all professional front (On Seminars & presentation to corporate) D) Guide for Students special project	Address: Seventh Floor Government Colony, Hajjali Mahalaxmi , Mumbai 400 034 India	



UVI Holidays Limited (An Tours & Travel company dealing in Inbound & Outbound tourism, operating through 11 branches all over India with a corporate head office in Mumbai)	Manager – Marketing & Corporate Affairs (Inbound)	Jun 96- Jan 97
Job Description: A) Marketing & Promoting tourism products like cultural tours, Educational tours, leisure & Pleasure Holidays for the clients in Italy, Belgium, UK, Argentina & Spain. B) Operational Responsibility for Foreign Individual tourist & Group tours C) Liasioning with hotels & Transporters all over India thru our UVI branches. 1. Audit of monthly activity reports of various branches 2. Working on the monthly News letter Going Places	Address: 11 nd Floor , Runwal Chambers , Chembur Mumbai 400 071 India	
Haria Exports Ltd (An Export House Dealing in readymade Garments with two manufacturing unit in India & one in Nairobi & the corporate head office in Mumbai)	Executive Assistant to Chairman & Managing	Feb 94 – May 96
Job Description: Presenting preliminary & final papers on International markets on readymade garments. Collection of production & sales reports to disseminate information to Chairman & Managing Director Preparation of an Induction Manual Participating in recruitment & selection exercises Edit & release of Haria News letter Training & development function focused on disseminating information based on seminars/conference attended.	Address: 8 Subhash Road Vile Parle East Mumbai 400057 India	
P D Hinduja National Hospital & Medical Research Centre (A multifaceted hospital with state of the art equipment's & full time doctor consultants)	Marketing Executive	June 91– Feb 94
Job Description: A) Sales & Marketing of hospital services to the corporate B) Assisting in Promotional Activities of various departments in continuing medical education program. C) Arranging for social activities like blood donation drive , Aids Awareness campaign	Address: Veer Savarkar Marg Mahim Mumbai 400016 India	
Kumar Group of Industries (An Authorized distributor of Birla 3M products for Office Commercial Supply Division & Health Care Group)	Marketing Executive	Nov 88 –Apr 91

Teaching Experience 1995 – till date

It was always a kindling urge in me to give a missionary zeal to teach and share my knowledge with others. In “Vedas” & “Granthas” it has been depicted that only knowledge is worthwhile which you can share with others. As George Bernard Shaw remarks “An intellectual can make the world beautiful but a beautiful cannot make the world intelligent”. I translated my urge in to reality in July 1995, when I first entered in to the academic world and associated myself with the world of knowledge. I found my interaction with the learned and the learner very soothing to me and have resolved to remain in this process always, because sharing & caring with the wise and intellect is a rich experience.

Exposure to teaching at Post Graduate Level (MBA) since 1995 till date has given an opportunity to be strong conceptually. Creative teaching techniques are used to make learning more fun and experiential for students. Multiples subjects in General Management & Core / Elective Marketing Papers are taught with sharing of industry experience. Exposure to International teaching / training at Heriot Watt University (www.hw.ac.uk) Established 1821 , Charles Sturt University (<http://www.csu.edu.au/mba/>) in India through BIIGS, Informatics Kuwait (<http://www.informaticsgroup.com.kw>), Carlton Advanced management institute USA (CAMI) (<http://www.carltonglobal.com/history.asp>) has training partner in 30 different location all across the world.

My Teaching Assignments are in the following areas at various management institutes in Mumbai:

- ◆ Sales & Distribution Management
- ◆ Quantitative Models in Marketing
- ◆ Principles in Econometrics
- ◆ Marketing Research & Research Methodology
- ◆ Organisational Behavioural
- ◆ Training and Development
- ◆ Building a learning organization
- ◆ Indian Management thoughts and practice
- ◆ Entrepreneurship Management
- ◆ Human Resource Management
- ◆ Strategic implementation
- ◆ Business Ethics
- ◆ Strategic Management

The Institute I was attached between 1995-2009 was:

- 1) Vivekanand Institute of Management Studies
- 2) Bhartiya Vidyapeeth Institute of Management Studies
- 3) Indira Gandhi Open University
- 4) MET Institute of Management Studies
- 5) Chetana Institute for Management Studies
- 6) NMIMS
- 7) IIPM
- 8) ITM
- 9) University of Mumbai ADML,
- 10) Lala Lajpatrai Institute of Management
- 11) IBSAR

I have also been *invited by Indo German Chamber of Commerce* (<http://igtcindia.com/About-IGTC/Indo-German-Training-Centre-IGTC.html>) & *Mafatlal Baghubhai Polytechnic* (<http://www.sbmp.org>) to talk on the subject of “International Marketing” several times.

Secondly a visiting faculty at Charles Sturt University – Australia – Mumbai Campus for

- Leadership & Organizational Development
- Issues in Training & Development
- Consumer & Organizational Buying Behavior

for MBA program of the university. (<http://www.csu.edu.au/mba/>)

Thirdly, I have gained accreditation with Heriot Watt University (UK) on leadership & Organizational Behavior, Entrepreneurship, Role of the Manager, Business Policy for BBA & MBA students. The assignments were completed with centre of Heriot Watt in Middle East. This accreditation allows me to access 140 centers across the world. (www.hw.ac.uk). Also have attended seminars conducted by Charles Sturt University in the area of Business Research & Method (Especially to learn the international way of writing an assignment) Management Theory & Practice (To know and develop international teaching style & practice. Dr Leo Frederick's of Kualumpur conducted the sessions. (http://umexpert.um.edu.my/papar_cv.php?id=AAAJxnAAQAAAGGzAAx).

A year long association with IMT Dubai during 2009-10 as Visiting Professor is also worth noting. <http://www.imtdubai.ac.ae/>

My last visit has been with DHBW university in Stuttgart, Heidenheim, Germany during the period Jan-Feb 2013 to teach Building a Learning Organization and CRM Practices to Bachelor Students in IT. <http://www.ba-heidenheim.de/> and will continue this year in March 2014.

Experience of Guiding Post Graduate Students by Research

No	Name of the University	Number of Students		Subjects	Years
1	FICCI – Dept of Science & Technology , Government of India has awarded the title of Host Scientist to direct post doctoral research thesis of an African Research Scholar for 6 months www.ficci.com <i>(Brochure available on Request)</i>	01 (Post Doctoral)		HR – Managing Human Resource in Technology / Manufacturing companies	April 2011 onwards for Six Months, Completed on Dec 31 st 2011.
2	International Diploma on Guidance & Counseling, NCERT (Western Region Bhopal) www.ncert.nic.in/announcements/oth.../pdf.../depfe_idgc_adm_notice..pdf	01		Counseling process for Post Graduate Students	Oct- Dec 2011, Completed on Dec 31 st 2011
2	BITS – Pilani/ Ranchi – A Collaborative PhD Research Program in Management with ITM – Mumbai http://www.itm.edu/phd/bit/guides.php	Masters Degree By Research Nil	Ph.D Degree 40 (Average 8 Researchers a Year)	<ul style="list-style-type: none"> • Research Methodology • Thesis Writing • Synopsis Preparation • Areas of Research: Management 	From To 2003 Till 2010
	Number of Students successfully Guided	In Process Yet			

B) Approved Internship Guide for Diploma in Training & Development, of Indian Society for Training & Development, (ISTD) Ministry of HRD, New Delhi.

No	Name of the University	Number of Students		Subjects	Years
1	ISTD – Min of HRD, New Delhi http://www.istddiploma.org/	PG Diploma By Research in Training & Development One	Ph.D Degree Nil	Training & Development Organizational Development	From To June 2008 to Dec 2008
2	Number of Students successfully Guided	One		Training & Development	2008

C) PhD Guide in Management Studies with University of Mumbai*

No	Name of the University	Number of Students		Subjects	Years
1	University of Mumbai <i>(Registration Letters/ Numbers are available on request)</i>		Ph.D Degree 02	1) Operation Risk Management Strategy of Banking Sector 2) Supply Chain Management Strategy of Consumer Good Companies	From To 2010 till Date
2	Number of Students successfully Guided	In process			

*Due to my completion of term as VC Nominee, My name was not continued in the list of Recognized Guides.

Experience of Teaching Post Graduate Degree Students by paper

Rajesh has kept his conceptual practices in place by associating with Management Institutes to coach Post Graduate Management Degree / Diploma Students for last 15 years in Mumbai. He has contributed in the subject of Marketing, Human Resource and Strategic Management. He was associated with:

1. NMIMS
2. Chetna Ram Prasad Khandelwal Institute of Management.
3. Mumbai Education Trust.
4. ITM
5. Lala Lajpat Rai Institute of Management
6. Vivekanand Institute of Management
7. IIPM
8. Bhartiya Vidyapeeth
9. M L Dahanukar Institute of Management
10. IBSAR

International Affiliations allows him to appreciate the international research and teaching principles at UG and PG Levels.

His international affiliation with Heriot Watt University- UK, in Kuwait & Dubai Campus, Interactive University for BBA / MBA students in the areas of Management, Entrepreneurship (2003-2006) UK, Charles Sturt University, Australia's Indian Campus on Research Methods/ Case Study / leadership & Organisational Development for MBA Students (2002-2004)

His interaction with INFORMATICS, (Singapore) helped him to make use of CBT based modules for coaching international delegates in Middle East on Sales. Sales Management/ presentation Skills/ Communication Skills / Leadership (2004-2006), He delivered number of training and business consulting assignments in HR & Marketing field internationally especially in Middle East. (since 2004 – till date). Rajesh is a Certified Trainer with Carlton Advanced Management Institute – for Certified Trainers & Facilitators Programme, US. He has also received Best Speaker Award, Toastmaster International, US, in Middle East.

Association with IMT Dubai during the period 2009-10 helped me to continue with my international exposure as visiting faculty

University Administration Responsibilities

Nominated as:

- 1) Selection Committee Panel Member as Subject Matter Expert for Interview Lecturer/ Associate Professor / Director by Directorate of Technical Education
 - Vidyalkar Institute of Management (2009)
 - Viva Institute of Management (2009)

- 2) Selection Committee Panel Member as Subject Matter Expert for selection of Head of the Department , North Maharashtra University.(2009)

- 3) Subject Chairman for Bachelor of Management Studies – (2010)
 - Business Ethics
 - Indian Management thoughts & Practices

Member of the NAAC Committee of University of Mumbai (2010)

Member of the Local Inquiry Committee for consideration of Allana Institute of Management as a Proposed PhD research centre in Management studies. (2010)

Examiner / Moderator for Master in Management Studies paper on “Marketing Strategy”.
2009-10-11

Chairman for Indian Management Thought & Practices & Ethics for Three year Under graduate program of the University 2010-11

Paper Setter & Examiner for Strategic Management for MFSM in AY 2011-12.

As per Kings University Statutes and the position of Vice President, I am member of Board of Regents, Academic Council, Research Committee, Finance Committee and chair all the meeting in absence of the President.

Research Papers/ Business Research Reports

International Published Research Work

No	Research paper	Event	Sponsored	Organiser	Year
1	<i>Aligning Channel Commitment Business performance in Consumer Goods Industries</i>	<i>International Conference of Computing & Management</i>	<i>Dr D Y Patil Institute of MCA</i>	<i>Dr D Y Patil Institute of MCA</i>	<i>Jan 2012</i>
2	<i>Evaluation of Managing Human Resources In India & Botswana In manufacturing Sector</i>	<i>National Conference on Augmenting Quality for Differentiation</i>	<i>Pad Dr D Y Patil Institute of Management Studies</i>	<i>Pad Dr D Y Patil Institute of Management Studies</i>	<i>March 2012</i>
3	<i>The Cutting Edge Managerial Challenges & Strategies in the New Millennium</i>	<i>National Conference</i>	<i>IFEEL Institute</i>	<i>IFEEL Institute</i>	<i>Feb 2012</i>
4	<i>Innovation in Talent Transformation in Banking, Finance & Insurance Sector at Middle Management Level in India</i>	<i>International Conference on Operations & Quantitative Management</i>	<i>University of Mumbai</i>	<i>AIIMS – Loyola Marymount University, Los Angeles, USA</i>	<i>June 2009</i>
5	<i>Competency Evaluation Portfolio Matrix</i>	<i>In Company Research Findings</i>	<i>SOS- Kuwait</i>	<i>SOS- Kuwait</i>	<i>2006</i>
6	<i>Observation Process for Prospective Students in Management Education</i>	<i>In Company Research Findings</i>	<i>IMT Dubai</i>	<i>IMT Dubai</i>	<i>2008</i>
7	<i>Psychological Assessment Report</i>	<i>In Company Research Findings</i>	<i>SOS- Kuwait</i>	<i>SOS- Kuwait</i>	<i>2006</i>
8	<i>Personality Assessment Report</i>	<i>In Company Research Findings</i>	<i>SOS- Kuwait</i>	<i>SOS- Kuwait</i>	<i>2006</i>

National Published Research Work

No	Research paper	Event	Sponsored	Organiser	Year
1	<i>Managing Human Resources Technology Driven Organisation</i>	<i>Post Doctoral Thesis</i>	<i>Dept of Sci & Technology, Govt Of India</i>	<i>FICCI</i>	<i>2011</i>
2	<i>360 Degree Feedback Research and Assessment Report for Senior Management Employees</i>	<i>In Company Research Findings</i>	<i>Shell India</i>	<i>Shell India</i>	<i>2008</i>
3	<i>Development Need Analysis Testing of engineering team</i>	<i>In Company Research Findings</i>	<i>CITEC</i>	<i>CITEC</i>	<i>2007</i>
4	<i>Technical Business Writing Skills</i>	<i>In Company Research Findings</i>	<i>Toshniwal</i>	<i>Toshniwal</i>	<i>2007</i>
5	<i>Assessment of Level of Organisational Conflict</i>	<i>In Company Research Findings</i>	<i>Blue Star Ltd</i>	<i>Blue Star Ltd</i>	<i>2006- 2010</i>

Participation in Seminars and Conference as a Resource Person

No	Theme of the Seminar	Name of the Organizer	Date & Place	As A Resource Person
1	Two-day National Seminar on 'Technology, resource management and Value-systems'	University of Mumbai, Dept of Philosophy	on 22 nd & 23 rd March, 2010	Human Resources & Value System
2	Two days National Seminar on "Managing for Excellence during Challenging Environment"	Amrutvahini Institute of Management & Business Administration Sangamner	8-9 th March 2010	Marketing/ Strategy
3	One Day State Level Seminar on Excellence through Quality Education: Role of a Teacher	Pratima Group of Institutions Ahmednagar	11 th Feb 2010	"Do Trainees Need Motivation"
4	Launch of Corporate Chanakya	MTHR Group	15 th Aug 2010	Book Review
5	UGC Refresher Course for Teachers	University of Mumbai ASC	24 th Aug 2010	Team / Conflict Management
6	Asia Pacific International philosophy Conference	University of Mumbai – Philosophy Dept	20 th Oct 2010	"Arthshatra"
7	Indo American Society	Co-opted Member of Academic Committee	Since Jan 2011	
8	International Conference in Computers and Management	Dr D Y Patil Institute of Computer Application & Management	Jan 6 th 2012	Chairperson
9	International Conference on Management	Yashaswi Education Society's International Institute of Management Science	Feb 24 th 2012	Distance Learning
10	Future of Power	Brahmkumaris	March 10 th 2012	Inner power Co-Committee Member
11	International Conference Augmenting Quality –	Padmashree Dr D Y Patil Institute of Management	March 16-17th	Conference Chair

In Company Published Training Material (National - Monographs)

No.	Title	Target Audience (All India) / Company	Year of Usage
1	Customer Service for Software Engineers	(Software Engineers) Tata Infotech	1998
2	Business Presentations	(Software Engineers) Tata Infotech	1998
3	Sales Training for Business Developers	(Business Developers) TELCO	1998
4	Successful Business Presentation	(Consultants) Price Water House Coopers	1999
5	Change Management	(Officers) Maharashtra State Electricity Board	1999
6	Working in Teams	(Software Engineers) Tata Infotech	1999
7	Creative Problem Solving	(Software Engineers) Tata Infotech	1999
8	Counseling Skills for Sales Counselors	(Counselors) Aptech Computer Education	1999
9	Train the Trainers	(Technical Trainers) Arena Multimedia	1999
10	Customer Service Strategies in Travel Sector	(Customer Services Staff) Travel Corporation India Ltd	1999
11	Channel Management Process in FMCG Sectors	(All India Sales Team – All Levels) Bayer Group	1999
12	Sales Management Process for Oil Industry	(All India Sales Team – All Levels) Shell Group	1999-2000
13	Sales / Channel Management Process	(All India Sales Team – All Levels) Dabur India	2000
14	Partnering for Excellence	(All India Sales / Service Team – All Levels) Blue Star India Ltd	2000
15	Key Account Management	(Software Engineers) Tata Infotech	2000
16	Development of Channel Administrative Procedure	All India Sales Team – All Levels) All India Distribution Team – All Levels) All India Service Team – All Levels) Mahindra & Mahindra	2000
17	Sales Satisfaction Index in Automotive Sector	(All India Sales Team) Maruti Udyog Limited	2001
18	Sales management Practices in Automotive Sector	(All India Sales Heads) Maruti Udyog Limited	2001
19	PAMPERS – Delivery Process	(All India Delivery Team) Maruti Udyog Limited	2002
20	Excellence in Customer Attendance	(All India Delivery Team) Maruti Udyog Limited	2002

No	Title	Target Audience (All India) / Company	Year of Usage
21	Skills for Call Centre Professionals	National Service Team) Tata Teleservices	2004
22	Win Win Negotiation with Channel Partners	(Sales Team- All India) Philips India	2004
23	Conflict Management for Cross Functional Team in Software Industry	(Project Leaders) Computer Science Corporations	2004
24	Roadmap to Success thru Impressions	(All India Employees) India Fashions	2004
25	Office Manners and Business Etiquette	(Support Staff) Ness Technologies	2004
26	Time Management for Managers	(Sales Team) Datamatics Ltd.	2004
27	Personal Effectiveness	(Departmental Heads) HPCL	2006
28	Managerial Effectiveness	(Departmental Heads) Indian Oil Tanking Ltd	2006
29	Managerial Leadership	(Departmental Heads) Anand Rathi Securities Pvt. Ltd	2006
30	Rope to Excellence	(Service/ Support Staff) ICICI Prudential Life Insurance Company Ltd	2006
31	Successful Business Presentation Skills	(Service/ Support Staff)ICICI Prudential Life Insurance Company Ltd	2006
32	Business Writing Skills	(Service/ Support Staff) ICICI Prudential Life Insurance Company Ltd.	2006
33	Working in Teams	(Sales and Service Team- All India) Infomedia India Limited	2006
34	Conflict Management	(All India Employees) Blue Star Ltd.	2006
35	Art of Parenting	(All India Employees) i flex Solutions Ltd.	2006
36	Conflict Management	(All India Employees) Blue Star Ltd.	2006
37	Interviewing Skills	(All India Employees) Keystone Realty Pvt. Ltd	2006
38	Managerial Leadership thru self awareness	(Departmental Heads) Acme Group	2007
39	Impression Management	(Senior Management / Departmental Head) Blue Star India Ltd	2007
40	Develop Your Managerial Influence at Work Place	(All India Managers) DHFL	2007
41	Develop Your Selling Skills	(All India Sales Team) DHFL	2007

No	Title	Target Audience (All India) / Company	Year of Usage
42	Entrepreneurial Business Leadership	(All India Distributors) BPCL	2007
43	Achieving Business Leadership	(Sales Team) Metropolis Clinical Laboratories	2007
44	Principles of Personal Change	(Functional Heads) INTREX INDIA LTD	2007
45	A Training Program Kit on Effective Telephone Handling Skills	(Sales and Service Staff) Blue Star Ltd.	2007
46	Winspirational Attitude	(Sales and Service Staff) Rapid Enterprise Pvt. Ltd.	2007
47	High Performance Customer Service	(Sales & Customer Service Staff) Keystone Realty Pvt. Ltd.	2007
48	Impactful Teleservices	(Inbound Call Centre Team) M/s Page Point Services India Ltd	2007
49	Business English Skills for Functional Departments based on Hospitality Phraseology	(Support Staff) Sahara Star	2007
50	Principles of Personal Change	(Functional heads) Sahara Star	2007
51	Delegation Process for Senior Management	(Departmental Heads) M/s Warree Instruments Ltd	2007
52	Advance Sales Program.	(Sales Heads) Anand Rathi Securities Ltd	2007
53	Managerial Leadership	(Branch Heads) Anand Rathi Securities Ltd	2007
54	High Performance Training Skills for Insurance Trainers	(Technical Team/ Trainers) ICICI Prudential Life Insurance Company Ltd	2007
55	High Performance Training Skills for Sales Personnel in Jewellery Industry	(Technical Team/ Trainers) Ishtaa Gold Jewellery Pvt. Ltd	2007
56	High Performance Training Skills for Call Centre Trainers	(Technical Team/ Trainers) M/s Page Point Service India Ltd	2007
57	High Performance Training Skills for Technical Personnel in Construction Sector	(Technical Team/ Trainers) Keystone Realty Pvt. Ltd	2007
58	High Performance Training Skills for Financial Trainers	(Technical Team/ Trainers) Barthiya Samruddhi Finance Ltd.	2007
59	Advance Sales Program	(Branch Heads) Anand Rathi Securities Ltd	2007
60	Tele Sales Program	(Call Centre Sales Team) Anand Rathi Securities Ltd	2007
61	Winspirational Attitude	(Executive Team) M/s Warree Instruments Ltd	2007
62	Managerial Leadership thru Self awareness	(Departmental Heads) Leighton India	2007

No	Title	Target Audience (All India) / Company	Year of Usage
63	Managerial Leadership thru Self awareness	(Departmental Heads) Acme Housing	2007
64	Entrepreneurial Business Leadership	(Functional Heads) BPCL	2007
65	Prism - A 360 Degree Assessment Tool	(Functional Heads) Shell Gas	2007
66	Managerial Leadership thru Self awareness Level 2	(Functional Heads) Leighton India	2007
67	Behavioral / Competency based Interviewing Skills in Financial Sector	(All India Branch Head) Anand Rathi Securities Ltd	2007
68	Develop your professional influence at work place	(Executives) – CITEC Engineering	2007
69	Communication Skills Enhancement for Oil Industry Engineers	(Technical Team) Indian Oiltanking Ltd.	2007
70	Personal Excellence	(Service Staff) Indian Oiltanking Ltd.	2007
71	Time/ priority Management	(Departmental Heads) M/s Warree Instruments Ltd	2007
72	Building Partnership with Channel Management In Gas Business	(Western Sakes Teams) Shell Gas	2007
73	Business Writing Skills for Technician	(All India Service Team) Toshvin Analytical Pvt. Ltd	2007
74	Professional Executive Skills	(Project Managers) Sahara Star	2008
75	Principles of Personal Change (Revised Edition)	(Sales and Support Team) Sahara Star	2008
76	Impression Management (Revised Edition)	(All India Employees) Blue Star Ltd	2008
77	Conflict Management (Revised Edition)	(All India Employees) Blue Star Ltd	2008
78	Effective Business Communication Skills for Technical Team (Revised Edition)	(Sales and Services Staff) Endress + Hauser	2008
79	Performance Counseling for Senior Managers	Departmental Heads) Endress + Hauser	2008
80	Business Finance for Non Financial Managers	Johnson Controls India Pvt. Ltd	2008
81	Communication Skill Enhancement	(Software Developing/ Servicing Team) Diebold	2008
82	Professional Executive Skills	(Sales and Service Team) Maxwell Industries Ltd.	2008

No	Title	Target Audience (All India) / Company	Year of Usage
83	Personal Effectiveness thru Winspirational Attitude	Intrex India Ltd	2008
84	Role Clarity for Senior Management	(Departmental Heads) Capital Foods	2008
85	Personal Excellence (Revised Edition)	(Service Staff) Indian Oiltanking Ltd.	2008
86	Professional Sales Training Course	(Sales Team – All India) Strapping Solutions (P) LTD	2008
87	Sales Communication Skills Enhancement in Jewelry Industry	(Sales Team- All India) Ishtaa Gold Jewellery Private Limited.	2008
88	Business Writing Skills for Technical staff (Revised Edition)	(All India Service Team) Toshvin Analytical Pvt. Ltd	2008
89	Negotiating Effectively in Chemical Industry	(Departmental Heads- All India) G C Chemie Pharmie Ltd.	2008

In Company Published Training Material (International - Monographs)

No	Title	Target Audience (All India) / Company	Year of Usage
1	Competency mapping for Senior Managers	SOS (Kuwait) International Edition	2005
2	Professional Sales Skills in the Global World	Informatics- International Edition	2005
3	Managerial Skills	Informatics- International Edition	2005
4	Budgeting & Cost Management for Key Account Managers	(Functional Heads) Bader Al Mulla- Kuwait (International Edition)	2008

Guest Lectures/ Industry Research Presentations

Date	Organiser	Topic	Target Audience
14 Feb 1996	Indo German Training Centre	International Marketing Scenario of Readymade Garments Industry	Students of MBA
24 Sept 1995	MMK College of Commerce & Economics	Business Management & Functions	ICFAI – MBA Students
11 Jan 1996	Shri Bagubhai Mafatlal Polytechnic	Export opportunities for garments	SSI Entrepreneurs
12 Jan 1996	Shri Bagubhai Mafatlal Polytechnic	Export opportunities for garments	MSI Entrepreneurs
30 Jan 1996	Shri Bagubhai Mafatlal Polytechnic	Export opportunities for garments	LSI Entrepreneurs
14 Dec 1995	Shri Bagubhai Mafatlal Polytechnic	Deemed Exports	SSI & MSI Entrepreneurs
30 April 1996	Shri Bagubhai Mafatlal Polytechnic	Deemed Exports	LSI Entrepreneurs
27 Jan 1996	Shri Bagubhai Mafatlal Polytechnic	Trade Fair	LSI Entrepreneurs
30 July 1998	NITIE	The Changing Channels	Corporate & MBA Students
26 Aug 1999	Aeronautical Development Agency	Leadership	Scientific Officers
30 Oct 1999	Hindustan Aeronautics Ltd	Negotiation Skills In helicopter marketing	Marketing Team
20 July 2000	BARC	Do Trainees need Motivation?	Research & Scientific Officer
27 Oct 2000	Thakur College of Science & Commerce	Professional Academic Teaching	Lecturers/ Professors
15 Feb 2003	L S Raheja College of Arts & Commerce	Coach yourself for successful Teaching	Lecturers/ Professors
25 June 2003	IOCL	Customer Relationship Management	Officers
18 July 2003	IOCL	Customer Relationship Management	Managers
12 Aug 2003	IOCL	Customer Relationship Management	General Managers
18 June 2003	Dena Bank	Customer Relationship in Banking Industry	Officers

Date	Organiser	Topic	Target Audience
17 July 2003	Dena Bank	Customer Relationship in Banking Industry	Officers
9 Aug 2003	Dena Bank	Customer Relationship in Banking Industry	Officers
5 Sept 2003	Dena Bank	Customer Relationship in Banking Industry	Managers
2 Oct 2003	Dena Bank	Customer Relationship in Banking Industry	General Managers
18 June 2003	Dena Bank	Customer Relationship in Banking Industry	Divisional Heads
30 May 2003	Central Bank of India	Customer Relationship in Banking Industry	Divisional Heads
12 April 2003	Central Bank of India	Customer Relationship in Banking Industry	General Managers
22 Mar 2003	Central Bank of India	Customer Relationship in Banking Industry	Managers
5 March 2003	Central Bank of India	Customer Relationship in Banking Industry	Officers
14 Feb 2003	Central Bank of India	Customer Relationship in Banking Industry	Officers
28 Jan 2003	Central Bank of India	Customer Relationship in Banking Industry	Officers
10 July 2003	L S Raheja College of Arts & Commerce	Personality Dynamics	BMS Students
18 Aug 2003	Thakur College of Science & Commerce	Leadership in the 21 st Century	Students
17 Dec 2003	L S Raheja College of Arts & Commerce	Research Methodology	Research Students
18 Oct 2003	Wellingkars	Sales management in Rural Marketing	Corporate & Students
28 Feb 2003	ITM	Brand Summit- Role of CRM in Branding India	Corporate & Students
17 March 2003	NASSCOM & TAI	Entrepreneurial leadership for Franchiser & Franchisee	Corporate
2 April 2004	Charles Sturt University- Australia in Association with BIIGS	Career Progressions for Management Professionals	Research and MBA Students
18 July 2006	G Saraf Girls College	Creativity in Teaching & Learning	Professors of various College
25 June 2009	Talent Transformation	AIIMS – Loyola MaryMount University , US	In Absentia

References

References from Last Employment

- Dr Felix K Semavor, President , Kings University College, president@kuc.edu.gh, chairmankingdom@gmail.com
- Mr. Jesus Lal Chairman & CEO, Universal Education Group, jesus@universal.edu.in
- Wg Cmdr P V C Patil- Executive Director, Padmashree Dr D Y Patil Institute of Management Nigdi, Pune. Mobile +9198500 88888

References from University Of Mumbai

- Dr. Vijay Khole – Ex Vice Chancellor- University of Mumbai Mobile +919820064127
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- Dr. Rajan Welukar – Present Vice Chancellor – University of Mumbai Mobile-+919769523521

References from Professor who taught at Diploma / Masters Level

- Dr. N M Kondap
Ex Vice Chancellor – Narsee Monjee Institute of Management Studies Deemed University
Tel: +9198210 43335
- Dr. Rajan Saxena
Vice Chancellor – Narsee Monjee Institute of Management Studies Deemed University
Tel: +9198337 25699

References from Business Community

- Mr. Museeb Rais
(Managing Director – RIMS International School - University of Cambridge Courses – India)
Tel No: +91 22 2613 2706 Email: museeb@rims.ac.in

Reference from the PhD Guiding Teacher, under whose supervision, My Doctoral program was completed.

- Dr. R A Heredia
Ex Principal L S Raheja College / Member of Board of Studies of University of Mumbai
Tel: +91 98208 80010

Reference from the PhD Research Community

- Dr. R P Mohanty
Vice Chancellor – Shiksha o Anudhan University, Orrissa, Ex Director ITM _ BITS joint Venture for PhD Research In Management

References from international Employment

- Prof Seitz Jurgen Professor and head of Dept for IT, Email: seitz@dhw-heidenheim.de
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- Mr. Iqbal Vanoo
Board of Management – ASAS Institute
Senior Engineer – Kuwait Oil Company, Kuwait
Tel: +965 978 3200 Email: mivanoo@kockw.com

- Dr Farhad Re Sercht , Director , Ex IMT Dubai Tele No: 0097150 4591198

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(All the above references can be directly contacted to seek recommendations. They include all senior representatives from last two employments & Business Consultancy Contacts)

SUPPORTING STATEMENTS TO
DEFINE THE
COMPETENCIES GAINED

SUPPORTING STATEMENTS TO DEFINE THE COMPETENCIES GAINED

S No	Key Note	Particulars	Demonstration of Proficiency
1	Vision		<i>"To be a specialized Knowledge Enabler that contributes towards Human Capital Enhancement that augments the individual's employability and competencies prospects by maintaining work-life balances."</i>
2	Qualification	Doctoral Qualification	<p>A Doctoral Degree in Marketing (Business Policy & Administration) was awarded by the University of Mumbai to the applicant in the year 2002. The registration was done in 1996. The research focused on the use of the Balance Score Card model for Evaluating Marketing Control Standards for Consumer Goods Industries in India.</p> <p><u>The learning in terms of understanding research process and its analysis has helped to build professional career in Academics & Industrial Training & Research. Tabulation of information collected with identifying the critical control standards demonstrated challenges that researcher faces in process, people & project management. This has helped me to build a proactive approach.</u></p>
3	Industry Experience	<p>Demonstrate a commitment to excellence in Consulting, Training, Teaching and Research with an ability to attract research funding/ Revenue generations</p> <p>(Please Refer list of clients) *</p>	<p>The applicant has total industry experience of 22 years and 12 years of Management Consulting/ Research & Training in varied business verticals:</p> <ul style="list-style-type: none"> ➤ 10 years of Sales/ Services & Marketing experience in corporate sales ➤ Over 17000 hours of strong training and field accompaniment contacts. ➤ 3200 hours of Business Consulting & Research Exposure. ➤ More than 26000 industry personnel being trained in varied industries/levels. ➤ Share best business practices from some of the global / national world leaders. ➤ Make the delegates think beyond the industry and help them to develop an explorer's attitude. ➤ Build a strong linkage between academic thinking & industry practices. ➤ Develop a strong emotional bonding with the delegate and motivate them through new learning methods. ➤ Instil creativity in people and help them to enhance the worth of their roles/responsibility
4	Business Development	Demonstration of Business Development along with Key Account Management practices	<p>The applicant has gain exposure for 10 years in the function of Sales/ Service Selling & Marketing in Corporate Sales. During this tenure he has build up his capability in understanding sales process in corporate selling. Relationship Management in the services sector was one of the major skill demonstrated frequently in Hospital Services & while dealing with International tour operators in Spain, Italy, UK & Germany. The applicant developed the capability of planning business on a larger scale to align it with company's growth.</p>

5	Training/ Research/ Consultancy	Plan and direct research activities of an international quality, supervise students and demonstrate a good fit with existing research competencies.	<p>The applicant is awarded with the title of “Host Scientist” from FICCI & High Commission of India - Gabrone (Africa) to direct Post Doctoral Thesis on Strategies for Learning & Growth of Employees.</p> <p>The applicant is also the research guide of:</p> <p>A) Approved Internship Guide, ISTD, Ministry Of HRD, New Delhi, B) Research Guide for Collaborative Research Program leading to the award of Ph.D Degree in Management by ITM Group of Institutions in collaboration with Birla Institute of Technology Mesra, Ranchi C) Research Guide in Management for University of Mumbai.</p> <p>D) The applicant has supervised students for a year long projects in Strategic Management at IMT Dubai (MBA Program) / Heriot Watt University (BBA / MBA Program) / University of Mumbai (BMS/MMS Program)</p> <p><u>The experiences above have helped to focus and bring alignment in research and teaching strategy. Teaching based on research has helped to gain industry insights to management graduates.</u></p> <p><u>In lieu of focus to be induced in every research projects with research scholars, progressive dialogue has induced creativity & lateral thinking.</u></p> <p><u>The applicant has coached students on academic writing skills for examination and project work.</u></p>
6	Training/ Research/ Consultancy	Ability to work effectively with colleagues/ customers/ business owners and varied stakeholder of academic institution as part of a team.	<p>In last 12 years unaccounted projects have been executed in varied verticals which required building up a balance between internal and external teams. A challenging proposition to demonstrate logic v/s psychologic skills at all times.</p> <p><u>Applicant has built up capability to work with cross functional teams. The applicant is actively involved in working with business owners thru use of coaching/ counseling and mentoring process.</u></p> <p><u>The applicants wish to accept that Conflict management has been one of the key aspects when job is managed in public institutions. The applicant has gained experiences to deal / understand and work with cordial relations with varied stakeholders in the last two years while as Director at University of Mumbai.</u></p>
7	Training/ Research/ Consultancy	Experience of developing innovative learning via Virtual Learning Environment.	<p>The applicant has delivered varied workshop in India / Middle East on Virtual Learning environment by utilizing efforts of Thompson Learning’s Technologies for CBT based Modules for varied management training courses.</p>
8	Identifying training and development needs of the organization	Training Need Analysis	<p>The Applicant has built up capability to look beyond performance appraisals documents and explore the business strategy that is essential to align training in the company. Applicant is always motivated to look at personal enhancement capabilities areas through Observation, Customer feedback, Personal discussions and skills testing mechanism to draw capability development needs</p>

	Contd from Point No 8		<p>in the organisation.</p> <p>This involves regular consultation and discussion with business heads, research team and employees who will be participate in training event. The applicant has learnt the mechanism to amending and revising training session as necessary, in order to adapt to the changes in business, delegates profile, skills and industry.</p>
9	Designing and developing training and development programmes	Training Design	<p>The applicant design mechanism focuses on to cover needs of both the organization's and the individual's. The main responsibilities when the applicant has personally got involved is the delivery of all training programs to all levels of employees, monitoring the effectiveness of existing training programs currently being rolled out and reviewing and analyzing development activities in order to identify gaps in training needs from which, learning modules can be designed and built for future. This has been constantly done to ensure client retention is given utmost priority.</p> <p>Amending and revising workshops/sessions as necessary, in order to adapt to the changes, develop, and provide training and staff development programs, using knowledge of the effectiveness of methods such as classroom training, demonstrations, on-the-job training, meetings, conferences, and workshops. The applicant has made use of multi modal training techniques in lieu of batch size, participants' levels, experience and exposure.</p>
10	Execute Training sessions across levels as per business and operational requirements	Training delivery	<p>The applicant has I have conducted Conduct or arrange for ongoing training and personal development classes for employees in varied business verticals FMCG, Hospitality, Consumer Durables, Automotives, Oil Power Gas, Banking, Finance, Insurance, Manufacturing, Real Estates, Gems & Jewelry across levels. Front line personnel to Senior Management.</p> <p>The applicants has conducted program in Sales/ Service/ Executive Skills, Managerial & Leadership programs.</p> <p>Managing the delivery of training and development programmes nationally with local languages was the key essence in reaching varied audience. The applicant has been guiding organizations for devising a training strategy that has relevance to their business.</p>
11	Evaluating training and development programmes;	Training Evaluation & Assessments	<p>The applicant has been monitoring and reviewing the progress of trainees through questionnaires and discussions with managers and creating tool kits for feedback and follow-ups. This has been the applicants own creation while on training.</p> <p>The applicant has been helping line managers and trainers solve specific training problems, either on a one-to-one basis or in groups; The applicant has work consistently to keep up to date with developments in training by reading relevant journals, going to meetings and attending relevant courses.</p> <p>The applicant has also conducted E Learning & CBT based training thru Thompson Learning's US in Kuwait.</p> <p>The applicant has conducted a lot Train the Trainer program for the course and programs and evaluated instructor performance and the</p>

			effectiveness of training programs, The applicant has provided recommendations for improvement.
12	Develop and organize training manuals, multimedia visual aids, and other educational materials.	Training Execution	The applicant has sizeable experience in drafting, designing and organizing content keeping in mind the target audience along with target audience along with industry requirements.
13	Academic Leadership	Ability to develop academic leadership at module/programme level.	The information marked with * on the next page details the list of varied modules that were developed, directed for various corporate on payments basis. Experience gained as <u>Director- University of Mumbai / Heading an international campus of Heriot Watt University in Kuwait/ Dubai allows demonstrate the leadership capabilities in Program Management & Administration as required by the university with focus on Business, Process, People development & deliverables.</u>
14	Academic Teaching and Assessment	Experience of Training, teaching and of designing and developing learning centric materials/ manuals.	<p>Since 1994 the applicant has invested time & effort to gain experience in teaching. Three phases have evolved in 17 years.</p> <p><u>The initial phase of first five years generated interest in teaching varied papers which demonstrated versatility; however this phase had the challenge of understanding audience, introduction and use of Multiple intelligence theory.</u></p> <p><u>The second phase made it possible only with involvement of the applicant in training business and learning in 1998. Exposure with TACK Training International (www.tack.co.uk) has allowed understanding the principles of adult learning. This was applied to Management teachings/ learning's.</u></p> <p><u>The Third Phase builds up with acute understanding of Academic Leadership and Course Directions at International University Heriot Watt University (www.hw.ac.uk) while working on learner centric course content for better retention.</u></p>
15	Academic Teaching and Assessment	Ability to contribute to Certified Professional Development courses.	<p>The applicant has expertise in developing the Certified Professional Development Courses based on his experience:</p> <ul style="list-style-type: none"> ➤ Over 17000 hours of strong training and field accompaniment contacts. ➤ 3200 hours of Business Consulting & Research Exposure. ➤ Exposure to more than 26000 industry personnel being trained in varied industries/levels <p>In lieu of the applicants past exposure, he wishes to contribute to the University's International Industry/ Business Research, Management Development Program & Faculty Development Program, Student Development Services at Professional level for employment.</p> <p>He has been able to generate revenue worth between IRS 10 million to IRS 50 million during the period 1998-2009 in the area of Training/ Consulting & Research.</p>

16	Academic Teaching and Assessment	Teaching and research interests in the field of Business Strategy and people management.	<p>19 years (1994-till date of teaching experience at PG Level with various management institutes has helped to gain strong conceptual insights on varied management subjects. With experience in Management Consulting/ Research & Training since 1998. The applicant has gained maximum exposure to execute strategic management labs in various industry verticals. This research information was shared with the students by making them participate in minor research projects to their learning advantage.</p> <p>The applicant has taught Strategy at MBA (PG) level in India and Dubai at IMT. Business policy in the Third Year of BBA at Heriot Watt was delivered while working with Approved Support Centre of Heriot Watt through IU in Kuwait/Dubai as Principal.</p> <p><u>In pathway of teaching experience, the applicant has kept focus on establishing linkage between Academics & Industry to ensure enhancement of employability levels of the students. It was equally important to execute varied projects which instill Ownership, Commitment, inner Drive, Focus and Ownership with Responsibility in the student's fraternity. This ensured their preparedness on completion of the course.</u></p> <p><u>Participating actively with Faculty development for enhancing competencies, teaching, learning & assessment approach has been one of the main aims under academic leadership of the applicant since 2004. Professional guidance to execute this task was available thru Heriot Watt University Staff and RIMS International School (Mumbai) & Cambridge Board. The applicant believes that continuous development of faculty intellectual capital builds the institution.</u></p>
17	Academic Teaching and Assessment	Ability to design and deliver an effective student's learning experience.	<p>The applicant executes number of Train the Trainer program for, trainers & Teachers.</p> <p><u>The ability to introduce and use variety of Learning & Assessment Methods. This permits to cover the learning deficits and also helps to align teaching strategy for slow and fast learners.</u></p>
18	Academic Teaching and Assessment	Evidence of innovation in an academic environment.	<ul style="list-style-type: none"> A) Introduction Of Journal Methods B) Introduction of Business Quizzes related to Subject on Strategy C) Starting up an Intraprenurial Cell for Business Planning & Strategy Development D) Seeking participation from Companies for Minor Research E) Use of Drill V/s Discovery Method, F) Use of Dr David Kolb Experiential Learning Style <p><u>However one important fact to endorse here is the challenge that one faces with introduction of such innovation is involvement of people. Crucial learning was introduced on professional approach to work / behaviour management & necessity to invest effort in whatever they perform.</u></p>

19	Academic Teaching and Assessment	Experience of course/programe level management.	<p>The applicant has executed and managed Heriot Watt Program for two years in Kuwait through IU as Principal. The Applicant was nominated then Campus Head in 2006, as the Program Coordinator. Current role as Director at the University involves Managing UG/ PG Program with 700 students on roll.</p> <p>Efforts have been invested in introduction of approved University courses (MMM/ MHRDM / MIM), Ph.D. Program in Management.</p> <p>Avenues to build the Institutes revenue through consulting, research & training is on as per University norms.</p> <p><u>The above have provided experiential learning to deal with statutory bodies dealing with grant of permission and finances for the institute functioning.</u></p>
20	Academic Teaching and Assessment	Understanding of setting and monitoring academic quality standard.	<p>The applicant has participated with two large academic institutions to conduct FDP for enhancement of Quality of Teachers and currently is a member of the setting and monitoring academic quality standards at University of Mumbai.</p> <p><u>Alignment of teaching & learning with assessment is one of the key features of the current job. This has enhanced institute results and involvement of industry experts along with international faculty at University of Mumbai for the MMS Program.</u></p>
21	Academic Teaching and Assessment	Experience of teaching at P/G level and supervision of dissertations-National Exposure	<p><u>Visiting Faculty at Management Institutes</u></p> <p>Applicant has kept his conceptual practices in place by associating with Management Institutes to coach Post Graduate Management Degree / Diploma Students for last 15 years in Mumbai. He has contributed in the subject of Marketing, Human Resource and Strategic Management. He was associated with:</p> <ol style="list-style-type: none"> 1. NMIMS 2. Chetna Ram Prasad Khandelwal Institute of Management. 3. Mumbai Education Trust. 4. ITM 5. Lala Lajpat Rai Institute of Management 6. Vivekanand Institute of Management 7. IIPM 8. Bhartiya Vidyapeeth 9. M L Dahanukar Institute of Management 10. IBSAR
22	Academic Teaching and Assessment	Experience of teaching at P/G level and supervision of dissertations-International Exposure	<p><u>International Affiliations</u></p> <p>His international affiliation with Heriot Watt University- UK, in Kuwait & Dubai Campus, Interactive University, UK, Charles Sturt University, Australia's Indian Campus allows him to appreciate the international research and teaching principles at UG and PG Levels. His interaction with INFORMATICS, (Singapore) helped him to make use of CBT based modules for coaching international delegates in Middle East. He delivered number of training and business consulting assignments in HR & Marketing field internationally especially in Middle East.</p> <p>Besides coaching at PG Level in India , the applicant has also taught Strategy , Business Policy, Entrepreneurship, OD & Leadership Development, Research Methodology, Sales & Distribution Management related paper at Heriot Watt(2004-06) / IMT Dubai (2009-10), Charles Sturt University in India Campus</p>

			(2002-04) Rajesh is a Certified Trainer with Carlton Advanced Management Institute – for Certified Trainers & Facilitators Programme, US. He has also received Best Speaker Award, Toastmaster International, US, in Middle East.
23	Academic and Industry Integration	Ability to work effectively with industry partners and integrating practitioner orientated learning into the curriculum.	The applicant is highly passionate committed to deliver his teaching, research with industry integration just to ensure the product of the university stands with higher degree of employability at the end of the course. The applicant will show high level of interest to work with the Career and Professional Services Department of the University to ensure the objective for employability is achieved.
24	Business Development Role	Experience of working in a Senior Business Development Role	The industry experience throughout 22 (1988-till date) years has been with a core focus on business development with special reference to corporate sales. The experience with TACK Training in India allowed understanding the principles of Key Account Management, Business Planning, Execution & Marketing activities are the skills practiced with client acquisition & management. Working with Heriot Watt University in Kuwait & Dubai gave a broader perspective to the job wherein marketing efforts had to be geared up by participating in exhibitions, student counseling, product presentations, assessing Customer & student's feedback and linking it with business strategy for information dissemination.
25	Identifying and implementing successful business opportunities	Exposure of Spotting Business Opportunities and Building on the Trading area vis a vis potential	The First job with Distributors of 3M products in India in 1988 gave an opportunity to spot business opportunity in trading areas and appoint varied sub stockiest. Working as Manager Marketing & Corporate Affairs at UVI Holidays allowed understanding the tourism markets in Spain, Italy, Portugal, UK & US to attract Foreign Individuals & groups to India. This allowed us to create products and market them successfully. While at TACK Training International, during the period 998-2004 opportunities exist in creating training & coaching products that required a compatibility fit between the key coaching topics and business need of the organsiation. Products were tweaked to suit varied job description and changing business scenarios to enhance people capability to manage varied business situations. Efforts were invested in traditional markets like Kuwait for Heriot Watt Products by conducting product seminars for experienced graduates to join the HWU MBA program, short Session on Personality Development as Middle East is a big market wherein Graduates are available who need flexible learning systems to avail internationally reputed degrees. This skill has been predominant since the time the candidate has entered Corporate training as programs on Sales, Channel management, Key Account Management & Strategic Planning required emphasis to create new ideas, plans and strategies to help delegates of varied industries in marketing them successfully.

26	Knowledge of commercial, legal and tax issues	Business Commercial Acumen	<p>The Commercial aspects in terms of understanding the investments that organisations make and returns expected are thoroughly worked out in the financial proposals. Even business coaching / training have build up the commercial acumen stronger while delivering varied business planning workshops and strategic management labs.</p> <p>The knowledge of Legal and Tax issues are limited to the requirement in current business. However the candidate understands that with global marketing principles this skill will require a technical understanding of varied countries before pitching and aligning business strategies for student's acquisition in varied countries. The need is imperative if we plan to open unapproved support centers for higher market share. The candidate assures the inclination to understand this to a greater degree as and when required to suit to business propositions.</p>
27	Prepare training budget for department or organization	Budget & Budgetary Controls	<p>The applicant has experienced in past 12 years in Industry, Institution, and University Managed Institution to prepare and manage Budgets under varied heads of Income & expenses. The applicant has learnt the skill of continuous assessment to understand how to ensure profitability in every project he manages. To consider the costs of planned programmes and keeping within budgets as assessing the return on investment of any training or development programme has been one of the crucial functions in last 12 years. The applicant has worked out various proposals to start up training companies/ Department, Educational institutions in international set up with complete project feasibility reports.</p>
28	Ability to successfully lead, motivate and manage teams /network	Business Leadership through People	<p>Since 1998 the candidate is exposed to project managing organisation structure and have got opportunities to work with Clients, Trainers, Consultants, Business Colleagues, Cross Functional Team where products can be joint pitched for Training & Account Management. Coaching and leading the team has been consistently a part of the job reality.</p> <p>People / Process challenges cannot be undermined in any business. It was essential to manage situation with logic and psychologic perspective to ensure we create win-win deals for people around. Besides Training, working at Heriot Watt University in Kuwait & Dubai; there were multiple situations to lead virtual team, academic / administrative & business development / mentoring & counseling team on which there was direct access to build the Heriot Watt Centre have provided to work with different team and network.</p>
29	Interaction & working with external agencies and Stakeholders	Versatile networking	<p>This experience has been predominantly strong in Training Exposure, Experience at Heriot Watt University. University of Mumbai has provided a wonderful opportunity to interact with statutory bodies, policy makers, University Administration, Social officers, Politicians, Corporations, Public Sectors to further varied agendas of the University.</p>

CV of Dr Rajesh Arora

30	Experience of working at International front	International Experience	<p>International exposure to work with Heriot Watt University during the period 2004-2006 provided opportunities to understand the international norms of operating University. Developing student centric business in Middle East has given an understanding of marketing academic products to Locals & expatriates.</p> <p>The candidate has exposure to work with International Companies in India like Shell, Elf Lubricants, York International, Suzuki Motors, Oil Tanking, Endress & Hauser etc and understand the international norms of working of these businesses with varied stakeholders.</p>
31	Communication, Presentations & Interpersonal Skills	Skills Level	<p>Communication/ Presentation skills have been the most vital ingredient for success throughout the career. The candidate wishes to endorse that Interpersonal skills is an area where efforts have to be higher on regular basis to deal with varied public.</p> <p>This is due to diverse work cultures, thoughts and self motivational levels of individuals. The candidate can demonstrate patience to build effective interpersonal skills with a 360 degree view of every situation that appeals to varied parties involved in the discussion. These efforts are ongoing process.</p>
32	Effective management and business skills including planning, evaluating and negotiation	Business Plans/ Negotiation	<p>Planning, negotiation, setting & evaluation of Budgetary norms have been practiced skills for last 10 years. Working as Profit Centre Head at TACK Training International helped me to understand the cash inflows/outflows norms for effective business unit functioning. Forecasting and performance management of business with reference to product, business developers, customers by setting targets and working with the team for acceptable achievement norms has been an interesting journey. Negotiation with clients, internal teams, business colleagues on project management issues are the skills practiced at TACK Training International, Heriot Watt University & University of Mumbai.</p>

***CORPORATE MANAGEMENT RESEARCH, TRAINING & BUSINESS
CONSULTING EXPERIENCE OF 14 YEARS IN THE FOLLOWING
COMPANIES
(Since 1998)**

Industries	Companies	Consulting & Training	Research
Fast Moving Consumer Goods	Godrej Soaps, Dabur, Bayer, Capital Foods	Sales & Distribution, Leadership	Industry , Promotional Research, Directing regional / national Conferences
Consumer Durables	Electorlux, Onida	Sales & Service, Leadership	Industry, Services (Pre & Post Selling Efforts)
Banking/ Finance/ Insurance	BNP, Standard Chartered Grindlays, ICICI, IDBI, ICICI Insurance, Anand Rathi, Morgan Stanley, DHFL	Sales & Channel Sales, Telephone Power, managerial Programs, Leadership, Train the Trainer, Presentation Skills, Goal Setting	Industry & Product Comparison
Automotive	M&M, MUL & LML	Sales, Service & Channel Sales, Marketing Strategies workshop	Service Efforts (Pre & Post Sales) & Channel productivity Audits
Manufacturing & Engineering	Voltas & Blue Star, Schindler, Vinay Electrical. Waaree Instruments Ltd., Endress +Hauser , CITEC, Leighton Asia, Strapping Solutions Pvt. Ltd., Champagne Indage Ltd, G C Chemie Pharmie Ltd., Minda Industries Ltd.	Channel Sales & Key Account Management, Conflict Management, Telephone Power, Performance Appraisal, Professional Sales, Performance Enhancement, Negotiating Effectively. Competency Management.	Channel Audits & market Development
Hospitality	TCI, Hotel Oberois, Amadeus, SAHARA STAR	Sales & Service, Telephone Power, English Speaking Skills (Communication skills)	Service models for customer satisfaction TNA on Language Development Program.
IT / ITES	TIL, MBT, Mastek, Iflex, CSC, Ness Technologies, GTL.	Executive & Project Management Skills	Competency Mapping
Education	Thakur's , L S Raheja, RIMS	Creative Training/Teaching techniques, Train the Trainer	Quality Assurance process in Education
Telecom	Tata Teleservices	Sales & Service, Telephone Power	Pre & Post Testing Services
Construction	Rustomjee, ACME	Interviewing Skills, Leadership	Leadership Assessment
Gems and Jewellery	Ishtaa Gold Jewellery Pvt. Ltd.	Sales Communication Skills Enhancement Workshop	Standard Operating Procedures for Sales & Merchandising

Oil Power Gas	Bharat Shell/ Shell Gas/ IOCL, HPCL, BPCL MSEB, HAL, ADA, IOTIES, Bader Al Mulla: Kuwait.	Executive & Supervisory Skills MDP, Leadership, Entrepreneur Business Leadership, Channel Sales, Personal Excellence, Communication Skills Enhancement Workshop, Budgeting & Cost Management	Development Need Analysis (DNA) Testing.
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All the supporting statements are available for the information provided in these 51 pages detailed Curriculum Vitae. I, Dr. Rajesh Shamsunder Arora take complete responsibility of the information provided for ascertaining qualification of my candidature for the said post.

Dr. Rajesh Arora