

Gautam Ghosh

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Summary of professional experience: More than 11 years of experience in Management Consulting, Organisation Development, HR Systems and capability building across a range of Indian and international organisations across industry sectors

Education:

PGD (PM&IR), XLRI Jamshedpur, 1997-99

B.H.M. (Management, Marketing, Hotel Operations), WGSMA, Mangalore University, 1994

Independent Consultant (September 2006 to present)

(a) November 2007 to present Tvarita Consulting – Senior Consultant

Tvarita Consulting is a HR consulting firm based in Hyderabad and Chennai that works with clients in strategic HR Consulting, HR Outsourcing and Incubation Projects as well as provides Learning Services. My role encompasses business development across the businesses and delivery too.

(b) September 2006 to November 2007: Co-Founder and Managing Partner – the Imagence Partners

Some assignments delivered:

- Accredited learning partner with ICICI Bank, delivering training programs to first line managers and individual contributors.
- Developed and Delivered a program on Performance Management for a IT Products company
- Designed and Delivered a workshop on Employment Branding and Social media for Frito-Lay India.
- Designed and Implemented a Social Media Strategy for an executive search firm
- Capability building of new employees for a professional services firm
- Addressed project managers of an Indian IT firm on using social software tools for knowledge sharing.

Was a **visiting HR faculty at the Kirloskar Institute for Advanced Management Studies, Harihar** for the elective on "Performance Management and Competency Building" (September – December 2006)

January 2006 – August 2006: Deloitte India Consulting Pvt. Ltd

Designation: HR Manager for SAP service line in the Enterprise Application – Consulting business.

Calculated the cost of replacement of attrition of employees in the Consulting businesses

Raised awareness of alternate career tracks and reward and recognition policies and coached managers to utilize them to increase employee engagement.

Deployed an attrition tracking and forecasting mechanism for the SAP service line.

January 2005 till December 2005: Dell International Services.

Last Designation: HR Generalist Advisor

Conducted the first ever succession planning session for the Global Financial Services – Collections business.

Initiated a weekly attrition tracker for proactive retention management.

Redesigned the Further Education Policy after conducting an employee needs survey to make it more encompassing and tuned towards employee needs.

Organizational Development initiatives for Dell International Services.

- Employee Satisfaction Surveys
- 360 degree feedback – I personally deliver feedback and coaching to front line managers.
- High Potential Talent Development
- Further Education Policy

In addition to these activities I also delivered learning programs in the leadership and management development areas including Coaching, Feedback, Emotional Intelligence and Leadership.

September 2003 to December 2004: Hewlett-Packard

Designation: Training Development Specialist

- Developed the training road map for most of the roles in the organization along with the technical training team
- Developed a worldwide basic Management skills program along with the worldwide leadership development team and piloted the same.

- Modification of global training into local offerings by utilizing lower cost of local vendors while keeping global quality intact.
 - Delivery of approximately 30 training programs per quarter with a consistent rating above four (on a scale of five)
 - Redesigned the new employee orientation to suit the Indian organization.
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August 2002- July 2003: Erehwon Innovation Consulting

Designation: Consultant – Individual & Organization Development

Some Assignments Delivered:

- A team building training programme for a FMCG conglomerate.
 - Co-facilitating leadership alignment for an IT product firm.
 - Creativity training for sales team of a Financial Services firm.
 - Pre-intervention diagnostic to ascertain issues in the leadership team of an infrastructure company.
 - Strategy diagnostic to ascertain gaps between planned and executed strategy of a tractor company.
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April 1999 – July 2002: Satyam Computer Services Ltd.

Designation: Senior Executive

Achievements:

- Implemented Corporate Initiatives like Mentoring and Coaching and also facilitated a business unit to define its vision and future business strategy.
 - Was part of a team which developed project based on eLearning to deliver training via the web to all employees of the company. Also got trained on a Learning Management System (Isopia – now part of Sun Microsystems) as a Business Analyst.
 - Part of a team that implemented Knowledge Management as a way of life and capturing tacit knowledge to make it explicit. Also developed a methodology to capture tacit learnings generated in groups that worked together on software projects. Recognized as a thought leader in Knowledge Management internally.
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Pre-MBA work experience – (1994-1996)

Organization : Eli Lilly Ranbaxy (now Eli Lilly India)

- Achieved 120% sales to target ratio for 3 consecutive quarters.
- Solved the problem of dumping by building relationships with retailers and whole-sellers.

Organization: Welcomgroup Rama International (an ITC Hotel)

- Worked as a reservation supervisor, and maintained the booking status of a 108 room 5 star hotel.

Formal Learnings:

- MDP by XLRI on "Consulting Skills for OD Practitioners" delivered by Dr. Udai Pareek and Prof. E S Srinivas
 - "Flawless Consulting Skills for Internal Consultants" by Designed Learning.
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Publications

- Won the third prize in the Young HR Managers Conference for a paper written on 'The HR and IT partnership at Satyam' as part of the National HRD Network's Conference in New Delhi, 1999.
- Case Study Analysis for BusinessWorld magazine on marketing through blogging, March 2007.
- Published an article on "*Leadership Development*" in the February 2006 issue of "Effective Executive" published by the ICFAI University Press.
- Published an article on "*Talent Acquisition using the internet*" in the February 2006 issue of "Consultants News" in the US.
- Publish a HR related blog which has won the following recognitions:
 - In the top 25 in the list of Career 100 blogs compiled by RiseSmart,
 - One the top 25 HR Blogs compiled by HRWorld,
 - Listed on the top career sites as well as Indian sites on Alltop.com
- Article in the HRD Newsletter on Virtual Communities, 2000.
- Case Study analysis in the HR magazine "Human Capital", January 2006.
- Published HR related articles online at HR.com and Cybermediadice.com
- The blog has also been featured in the book Business Blogs: A Practical Guide written by ex-Accenture, USA KM Practice Leader, William Ives and Amanda Watlington