

Work Experience: 19 years

Krunal Nagotkar

39 years,

Mumbai, Maharashtra, India



KEY STRENGTHS

- SOURCE-TRAIN DEPLOY
- SKILL DEVELOPMENT PROJECTS
- BUSINESS DEVELOPMENT
- PROJECT LAUNCH
- CHANNEL PARTNER NETWORK
- TRANSFORM COST CENTRE TO PROFIT CENTRE
- BULK HIRING AND RURAL EMPLOYABILITY

Krunal Nagotkar

Years of Experience: 19.5 yrs

Industry Experience: Customer Service/ Sales/ BPO/ Recruitment/ Corporate Training/ Entrepreneurship/ Project Management/ Start-ups and Launch Expertise, skill development, entry level hiring.

Last Designation: Head Business Development for an Educational Institution

A super-growth career start with hardcore field sales & marketing for banks and B2B sites gave super speed growth as an Assistant Manager post at the age of 20, handled a team of 20 and 4 verticals within a span of 12 months in sales.

He then explored the BPO Industry for 2 yrs to learn the dimension of structured sales. There was a deep-rooted learning of business set up and launch, handled core projects and managed the domestic BPO business for a couple of years.

Passion towards training made him take up corporate training. Started with training deliveries and gradually moved into TTT and certifying trainers. Associated with training in vivid roles and dimensions, Retail Trainings, Seminars, In house trainings for employees. He initiated the scope of coaching mechanism to be driven post training to ensure implementation and effectiveness of the training given.

Being an Entrepreneur at the age of 25 and successfully managing business for 3 yrs made him a natural leader for Business networking, expansions and Development.

With a blend of exploring the Sales, Operations, Training, Entrepreneurship and Execution aspects, he further evolved his acumen into business development in corporate, Government sector with a blend of project / solution designing for a telecom giant's training affiliated company for 5 years.

Since past 6 years, Krunal was Head- Business Development for an Educational Tycoon celebrating its 27 years of educational legacy, for its core initiative on a Hire-Train-Deploy model and other business verticals.

With more than 30,000 connections and 54 active groups on social media platforms like LinkedIn, he is well connected to the corporate world, be it the trainers or HR heads or recruiters.

Effort Marketing Services Pvt. Ltd. 2000 – 2002**Assistant Manager- Sales and Mktg.**

Job Location: Mumbai

Job role:

- HSBC Personal Loans- handling team of 10 executives (3 Telemarketing+6 Sales+1 MIS)
- HSBC Current Account- handling team of 5 executives (1 Telemarketing+4 Sales)
- Weekly trainings for the team on product and sales strategies for continuous performance check and team success.
- Business Development Executive for a B2B Postal (Informediary),
www.indiamarkets.com

Spanco Telesystems and Solutions 2002 – 2004**Team Leader**

Job Location: Mumbai

Job role:

- Project Handling (MTNL Dolphin, Playwin, RadioMirchi, CAS-InDigital, ICICI PruLife)
- Product and Process Training for all the above projects
- Content development, scheduling trainings, rostering of staff and client co-ordination for all the projects.
- Designing MIS reports, Service feedback surveys and Complaint Resolution processes
- Off-site setting up of call centre, handling recruitment, training, centre activation and client servicing.

Synergy Relationship Management Services Pvt. Ltd. 2004 – 2005**Associate- Training**

Job Location: Mumbai

Job role:

- Training delivery
 - Reliance Infocomm Pvt. Ltd.- Call Centre (Product, Process and Soft-skills)
 - HSBC Ltd.- DSA executives (Product, Sales and Marketing skills)
- Content development (Product, Process and Sales)
- Designing Training Calendar as per client's requirement- PAN India.
- Train the Trainer for HSBC - PAN India execution.

Customer First Training and Tech. Services Pvt Ltd

Jan 2005- Aug 2005

Head-Training and Operations

Job Location: Mumbai

Job role:

- Training- content mapping of Customer Service module for Eureka Forbes Ltd. (PAN India)
- Operations- Projects Handled
(BPL Mobile: 40 seats, Kotak Mutual Funds: 20 seats, ICICI Credit Cards: 30 seats)
- Content designing, Project planning and execution, Product and Process Training.

@ssist

Sept 2005 – Feb 2008

Entrepreneur

Job Location: Navi Mumbai

Job role:

- 20 seater telesales process for ICICI Credit cards
- 5 seater customer services for BPL Appliances
- 5 seater helpdesk for pickup scheduling and grievance handling for Akash Dry Cleaners (Celebrity and premium laundry service)
- Induction training, retention strategies and performance solutions for corporates on local level.
- Pilot phase work on creation of a platform for general people to be featured in corporate ads by means of fitment mapping and time scheduling, thereby reducing the cost of ads and generating extra income source for general people by managing their time and availability.

Centum Learning Ltd

Mar 2008 – Feb 2012

State Manager- Government & PSU/ Group Manager- L&D

Job Location: Mumbai

Job role:

GSM (Government Skill Mission)

- Approaching various government departments for understanding their schemes and projects related to skill development.
- Discussion and creating solutions as per the requirement.
- Managing West- Zone 1 (Maharashtra)

SBD (Strategic Business Development)

- Approaching new and existing clients for training business.
- Creation of Training solutions for new clients
- Managing West zone (Maharashtra, Gujarat, MPCG)
- Project Management (PAN India)

CRI (Corporate Readiness Initiative)

- Approaching corporate for corporate ready manpower.
- Approaching colleges and institutions for training courses to make their students corporate ready.
- Managing West zone.

DTH (Airtel Digital TV) Maharashtra-Gujrat-MPCG

- Sourcing, Recruiting and Training Installation Engineers for DTH installation West Zone.
- Training the Territory Service Managers on Leadership and Team Management.
- Conducting Service Audits.
- Project planning and execution to ensure the readiness of Call Centre prior to Airtel Digital TV launch, comprising of boot-camp of trainers, certification of call centre agents, calibration with the quality team to ensure top C-SAT scores.

ITM Group of Institutions

April 2012-July 2018

Head- Business Development

Job Location: Mumbai

Job role:

- Initiated with execution of Hire Train Deploy model on a State Level for a year.
- Initiated with Client acquisitions for Hire Train Deploy, 12 clients with a requirement of 6000 candidates across BFSI vertical every year. 35000 candidates in 5 years averaging 800-1000 per month
- Initiated with Rural Talent acquisition and training for local hiring as well as creating centres as per requirements across India with the intent to add bulk acquisition to the HTD model as well as manage the social economic balance of talent acquisition.

Professional Highlights

- Creative solution designing and talent mapping, Situational Leadership certified by Bharti Airtel Services Ltd.
- Entrepreneur at the age of 25, handling 3 business verticals; training, BPO operations and Recruitment solutions
- Hiring 3600 technical staff for Airtel Digital TV launch within 35 days
- Upscaling the employee acquisition in Airtel by creating rural India network
- Making Hire train deploy model a separate business vertical for ITM by scaling up the recruiter network and acquiring more clients
- 30,000 LinkedIn connects and a vast network of social forums for a productive professional reach

Educational Qualification

Mumbai University

B.Com

Field Of Study: Economics

Graduation Year: 2000

Co-curricular activities: All India Camel Contest - 2nd prize winner

VES College of Arts Science and Commerce

HSC

Field Of Study: Commerce

Year of completion: 1997

Co-curricular activities: Debate, Rock Band, Theatre and plays, sports- cricket, track & field, Creative arts- singing, painting.

VES High School

SSC

Field Of Study: State Board

Year of completion: 1995

Co-curricular activities: Singing, Painting, Track and field.

Personal Details

Date of Birth: 20-April-1980

Marital Status: Married

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<https://www.linkedin.com/in/krunalnagotkar/>

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Hobbies and Passion

Socializing, creating solutions for socio-economic balance and upliftment, spreading knowledge and educating the youth of India on employability.

I hereby oblige and declare the above information provided are true to the best of my knowledge.