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Change & Organisational Development Consultant

Hitesh Kumar Gulati



21 OD & HR Interventions

20 Research, Program & Annual Reports

Interactive Training Sessions for Corporate, Government, Academia & NGO

Change & Organisational Development Consultant with eighteen (18) years of diversified experience in **Organisational Development Interventions, HR Transformation Projects, Process & Product Development, GAP Analysis, Research Projects, Mentorship, Trainings and Report Writing Consultation.** He is a Certified PPA Practitioner in Personal Profile Analysis (PPA) & Human Job Analysis (HJA), by Thomas International. He started his career with brands in NGO, IT/ ITES, Healthcare and VAS industry. He has been leading HR Transformational projects in Food and Hospitality, Electrical Home Appliances, Steel, Textiles, Real Estate, Hospitality and Leisure, Education and Overseas Education Consulting industry; and Report Writing Consultation for Government & Academia, at various locations in Northern India.

Hitesh strongly advocates & promotes aligning of people, processes, competencies & culture with organisation's vision, leading to business growth.

CONSULTING (Industry Exposure)

Branding, Electrical & Home Appliances, Food & Hospitality, Real Estate, Textiles, Steel, Leisure & Hospitality, Education, International Education, Law.

FULL TIME EMPLOYMENT (Industry Exposure)

NGO, IT/ ITES, Telecommunications, Education, Healthcare.

CREDENTIALS

- **Certified Master Trainer** under **Green Campus Programme (GCP)**, organised by The Climate Reality Project India.
- **Certified PPA Practitioner** in Personal Profile Analysis & Human Job Analysis, by Thomas International.
- **PGDBA (HR)** from Symbiosis Centre for Distance Learning (SCDL).
- **B.Sc.** (Industrial Chemistry) from Sardar Patel University, Gujarat.
- Diploma in **"Graphic Designing & 3D Animation"** from Maya Academy of Advanced Cinematics, Chandigarh.
- **DAC (Diploma in Advanced Computing)** from C-DAC Chandigarh. A Scientific Society of IT, Govt. of India.

- **Member – Board of Studies** with Gandhi Institute of Engineering and Technology (GIET) University, Gunupur (Odisha).
- **Chairperson - Events Management** (Year 2019-20) and **Secretary General** (Year 2017-18) with **Chandigarh Management Association (CMA)**, an apex body of professional management affiliated to All India Management Association (AIMA).
- **Industry Expert/ Resource Person** with National Institute of Technical Teachers Training & Research (**NITTTR**), Chandigarh; Mahatma Gandhi State Institute of Public Administration (**MGSIPA**), Chandigarh; Ministry of Micro, Small & Medium Enterprises, **MSME** Development Institute, Karnal & Gandhi Institute of Management Studies (**GIMS**), Gunupur, to engage training sessions for Professionals, Faculty, Students & State Officers.
- **Advisory Board Member** with Prasanchetas Foundation, non-profit company under section 8
- **Director - Policy and Administration** with Association of Professional Social Workers & Development Practitioners (**APSWDP**). APSWDP is been given special consultative status under Economic & Social Council (**ECOSOC**) of United Nations.
- **Mentor** with Startup Accelerator Chamber of Commerce (**SACC**), Chandigarh.

EXPERIENCE SNAPSHOT

2015 onwards	DiversityAce Business Consulting	Management Consulting	Change and Organisational Development Consultant	HR Advisory, Process Development, Data Analytics & Report Writing
	Chandigarh Management Association (CMA)		Chairperson Events Management (2019-20) & Secretary General (2017-18)	Program Management, New Initiatives Design, e-Newsletter Design, Members Welfare
	Management Consulting		Independent Consultant & OD Facilitator	Business Process Re-Engineering (HR & Operations); Report & Article Writing.
2014 – 18	SKOPEIndia Business Consulting Pvt. Ltd.		Lead Consultant	Business Process Re-Engineering (HR & Operations)
2009-15	Knack HR Solutions	HR Consulting	Chief Operating Officer (COO)	Operations, Business Development, Strategic Planning
2009	Altruist Technologies (P) Ltd.	Telecom/ VAS	Manager – Products	Product & Process Management, Key Accounts Management
2008	Continental Institute for International Studies	Education	Assistant Manager – HR	New HR Process & Policies, Employee Relations, Employee Satisfaction Survey
2007	INSCOL Healthcare Limited	Healthcare	Deputy Manager – HR	Recruitments, Operations Management, Corporate Communication
2004	The Shapers	HR Consulting	Co-Founder & Director	Operations, Business Development, Strategic Planning
2002	Quark Systems Pvt. Ltd.	IT/ ITES	Team Manager (Voice, Non-Voice, Channel Sales)	Operations Management, Training & Development, Employee Relations
2001	Commonwealth Youth Programme Asia Centre	NGO	IT Intern	Graphic Design, Program Coordination, Facilities Management & Hospitality

KEY INITIATIVES/ ACHIEVEMENTS**DIVERSITYACE BUSINESS CONSULTING**

- **HR Interventions** – Discovery & GAP Analysis, HR Policy Writing & Implementation, Co-designing HR Processes, HR Forms, Key Deliverables, Performance Management System, Induction & Orientation Programs, Employee Engagement Programs, Surveys, etc.
- **Trainings** – Behavioral and Functional Trainings for Corporate, Government, Academia and NGO.
- **Report Writing** - Compiled, Designed & Edited Program, Research and Annual Reports.

Industry/ Body	Company Name	Location	Role	Duration
MSME Development (State Government)	Ministry of Micro, Small and Medium Enterprises (MSME)	Karnal	Industry Expert/ Trainer	Dec'19 onwards
Training & Research (State Government)	Mahatma Gandhi State Institute of Public Administration, Chandigarh (MGSIPA)	Chandigarh	Industry Expert/ Trainer	Oct'19 onwards
KPO	Signicent Information Solutions LLP	Mohali	POSH Committee Member	Oct'19 onwards
City Council, Chandigarh (Local Government)	Municipal Corporation, Chandigarh	Chandigarh	Report Writing Consultation	Sep'19 Onwards
NGO	Association of Professional Social Workers & Development Practitioners (APSWDP)	Chandigarh	Planning & Administration	Aug'19 onwards
NGO	Prasanchetas Foundation	Chandigarh	Advisory Board Member	Jul'19 onwards
Education (Central Government)	National Institute of Technical Teachers Training & Research (NITTTR)	Chandigarh	Industry Expert/ Trainer	Jul'18 onwards
Law Firm	Kanchan Khatana & Associates	Gurgaon	Sr. Research Associate	11 months
Healthcare/ Hospital	IVY Hospital	Mohali	HR Consultant	5 months
Information Technology	Anthem Infotech Pvt. Ltd.	Mohali	HR Consultant	1 month

MANAGEMENT CONSULTING

Industry	Company Name	Location	Role	Duration
KPO	Stellarix Consultancy Services Pvt. Ltd.	Jaipur	OD Facilitator	3 months
Education	Gian Jyoti Group of Institutions	Mohali	OD Facilitator	4 months
International Education, Study Abroad Consulting	Express Student Services Global (P)Ltd.	Chandigarh & Mohali	OD Facilitator	12 months
Education & Training – School(CBSE Affiliated)	theSKYworldschool	Panchkula	Management Consultant	2 months

Human Resource

- **Launched HR Policies** of the **International Education vertical** within **twenty (20) days** of visit with the Group.
- Workforce Analytics for the Education Vertical (Management & Technology Programs), design of HR policy based on the demographics, suitability with the process and culture of the Institution.

Operations

- Website Content Writing – www.diversityace.com, www.cmachandigarh.org, and www.overseasplanners.com.
- Co-design Vision, Mission and Values of Chandigarh Management Association (CMA) aligned with the objectives of parent organization AIMA (All India Management Association).
- CMA's Program Management and design of new initiatives/ Value Added Programs (VAP) [Online Survey Programs, Value Your Members (VYM) Initiative, and Synergize to Energize].
- Design and Content Writing of CMA's Monthly e-Newsletter since Jul'17.
- Lead role in Concept Design, Analysis and Compilation of Happiness Index Survey Reports (Total – 7) with CMA team of experts.
- Standardization of Student Enrolment Process at the Institute and Programs Master Files.
- Faculty & Student feedback forms design, along with analysis and recommendation based on the students' feedback.
- Design and Content Development of Marketing presentation for the school.

SKOPEindia BUSINESS CONSULTING

- **Delivered Projects** - Successful launch of the change program with Workforce Analysis & Recommendations. Discovery, Analysis, Co-Design & Transfer of new HR Systems:

Industry	Company Name	Group Turnover	Location	Duration
Electrical & Home Appliances	Advanced Group	700 Crores	New Delhi	8 months
Food and Hospitality	Bikanervala	500 Crores	New Delhi	6 months
Steel	AVON ISPAT & Power Limited	600 Crores	Ludhiana	2 months
Steel	AVON Steels	700 Crores	Ludhiana	7 months
Textiles Group	Vardhman Polytex Ltd. (Oswal)	1000 Crores	Ludhiana	6 months
Leisure & Hospitality	Oxford Golf & Country Club (OGCC)	1100 Crores	Pune	2 months
Textiles	Shingora Textiles Limited	100 Crores	Ludhiana	1 year
Real Estate & Construction	SBP Group	100 Crores	Chandigarh	6 months

KNACK HR SOLUTIONS

- **Key Accounts Management** of Clients across India - IT, Security Services, Hospitality, Facility Management.
- **Grooming and Functional Training** to the students of Fire Institutes in Northern India region.

ALTRUSIT TECHNOLOGIES (P) LTD.

- Managed a team of around **45 people** (Product Development, Corporate Sales, Key Accounts and liaison with Technical Team) and increased the team productivity from 43% to 89% within 2 months of joining.
- **Reduced the unscheduled downtime** from 150 to 50 hrs in a week at Shimla Office.

CONTINENTAL INSTITUTE FOR INTERNATIONAL STUDIES (CIIS)

- Compiled the **Performance Management reports** of the staff **within 11 days** of joining.
- Reviewed, designed and implemented new strategies and policies for Recruitments.
- **Designed** and successfully **completed** Employee Engagement Programs and **Employee Satisfaction Survey**.

INSCOL HEALTHCARE LIMITED

- **Confidential work of MD** related to Recruitments, Documentation, Reports and Presentation Designing.
- Significant contribution in **streamlining HR processes** along with the AVP – HR.
- Handled the **recruitment processes single handedly** for INSCOL Hospital and INSCOL Academy.
- Initiated In-house **design & development** of **Front Office Process Manual** with inputs from CCE's.

THE SHAPERS

- **Created** and **streamlined** the **complete HR manual**, checking of attrition rate creating a grievance cell.
- Designed and prepared **Recruitment Cycle** for recruiters working in different domains.

QUARK SYSTEMS PVT. LTD.

- Joined Quark as Trainee and promoted to **Shift Manager** in a span of **16 months**. (Trainee → Technical Support Associate → Team Leader → Shift Manager).
- **Knowledge Management Initiative** – Designed Tech. Notes & XTensions document, reducing TAT for query resolution.