

**Prashant Gakhar**

**Manama, Bahrain**

**Email:** [**cannygakhar53@gmail.com**](mailto:cannygakhar53@gmail.com)

**Mobile Phone: +973-39687998 +91-9742979777**

**Cover Letter**

Dear Sir/Madam

In the last 18+ years of my work experience, have had the privilege to work with best of minds and organizations. Academically, am an **MBA in Human resources** and **Gold Ranker** Hotel Management professional, having core expertise in following areas:

**New age HR models institutionalization, Recruitment strategy work force management based on billability model , HRIS tools , talent acquisition and management , workplace and health safety , cross skilling and employee engagement automation , leadership interventions , P&L management for HR division, New age Learning interventions utilizing the SMAC Model – Social , Mobility , Analytical and Cloud .**

During my professional journey have upskilled myself in the below areas as well:

* TTT - Coaching skills, Facilitation skills and Delivery skills
* Instructional designing – Intermediate level; from Hewlett Packard.
* **Communication and Change Management**
* **Remote transition methodology**
* Operations capability management
* Transforming KM – 5 years Duration
* **E Learning**

Core Strength: Proficient in defining, strategizing and **implementing HR, L&D, Knowledge Management**, Training methodologies in BAU & migration accounts Retail , Finance, HRO and Sales and Marketing Operations, Education, Insurance , Manufacturing and hospitality sectors.

At UAE Exchange, in my current role am leading the **HR , Talent Enablement and Administration for the country.**

Prior to this I have worked extensively **and have successfully delivered results in various roles within the Learning and development and Resource Management division in MNCs like Hewlett Packard , Wipro and DXC technologies.**

Please find a summary of my work experience and detailed roles & responsibilities, attached below.

Thank you for your time.

Best Regards

Prashant Gakhar

+973-39687998

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**Curriculum Vitae:**

**Professional Synopsis**

* Proficient in defining, strategizing and **implementing Human resources and Sourcing models** in various verticals and industries
* Rich experience of **18 + years** in the Retail, Finance, Insurance, Manufacturing, HRO, hospitality and healthcare sector.
* Vast inter departmental experience: **Knowledge capability management**, HR, Operations, Transitions, Due diligence, Solutions designing, **technical training framework deployment and knowledge acquisition**
* Well versed with **fintech and E Learning solutions**, working across cultures and managing / motivating large teams, leading at process levels, aiding in generating revenue & meeting organizational objectives.

# Company and Role Landscape – Last Decade

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Company** | **Division** | **Designation** | **Base Location** | **Regions Span** |
| **UAE Exchange** | Human Resources | Country Head - HR | Bahrain | GCC |
| **DXC Technologies** | Human Resources - WFM | Resource Leader - HR | India | GCC , AMS, SE and APJ |
| **Hewlett Packard – Enterprise** | Human Resources - KMPP | APJ Leader - Knowledge management and people practices | India | AMS and Europe |
| **Hewlett Packard** | Human Resources Outsourcing | Cluster Training Head - HRO&M | India | AMS and Australia |
| **Wipro Ltd** | Learning and Development, Resource pool | Country Head - Talent Acquisition and Enablement | India | ASIA and AMS |

##### **July 2019 tILL DATE: UAE EXCHANGE WLL – BaHRAIN**

##### **Designation: Country HEAD: Human RESOURCES ADMINISTRATION & TaleNT ENABLEMENT**

##### **Reporting TO: EXECUTIVE Director - BAHRAIN AND CHRO at HQ**

Responsible for/to:

* I**nstitutionalize the human resources, learning and development** and administrative practices for the head office and all branches across the country.
* Establish human resources objectives in line with organizational objectives.
* Implement human resources strategies by establishing department accountabilities, including:
  + **Talent acquisition and staffing.**
  + **Payroll and Compensation and Benefit.**
  + **Health and welfare benefits.**
  + **Employee upskilling and scalability**
  + **Leadership development**
  + **Labor Law compliance and regulatory relationships.**
* Support current and future business needs through the development, engagement, motivation and preservation of human capital.
* Deploy the employee and leadership strategy with key focus on **E Learning Solutions**, **digitization and mobility learning**.
* Create training **programs for business and have direct impact on SLAs and clear ROIs**
* Manage and lead a collaborative recruiting team that can scale to the dynamic demands of a growing company
* Define consistent data-driven hiring metrics and goals.
* Formulate internal employee centric policies in accordance with the local laws and legal authorities.
* Act as a key business partner to members of the company to improve the recruiting process
* Passionately drive results by thinking and acting quickly to ensure the long-term best interest of company objectives
* Stay connected to the competitive landscape, including trends in technical recruiting and compensation
* Develop the competency framework as per country requirements.
* Promote equality and diversity as part of the culture of the organization.
* Develop and implement policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures and absence management
* Liaise with all the Govt offices pertinent to HR functions including and not limited to GOSI, LMRA, Vocational Training Institute, Immigration Department etc.
* To prepare the quarterly and periodic dashboards for top management depicting – **Department P&L Status, key metrics and SLAs**
* Effectively identify and track metrics to be able to articulate ROI of the internal Talent Development initiatives
* Lead and deploy the initiatives across **Organizational development, business specific and transitions.**

##### **OCT 2017 till JUne 2019: Dxc technology - Bangalore**

##### **Designation : Resource HEAD: HR GCC, AMS, SE and APJ**

##### **Reporting to : Global Resource management Head**

Responsible for/to:

* F&A, HRO, Healthcare and Insurance Sectors for 3rd party and captive clients - 5870 employees.
* Build and operationalize team of 9 RBs, talent researchers & candidate sources (Global Talent Research centers) at Costa Rica, Brazil, Poland, Dalian, Bangalore and Chennai to support the talent acquisition across various geos through research based direct and contractual sourcing.
* Support strategic road maps to optimize cost (Cost per hire & cost per employee) by identifying and upskilling inhouse talent and local candidates (instead of expat) and sourcing channels. Analytics to identify potential sites for future expansion included cost of resource basis availability of skill, salary and skill density)
* Launch **inhouse upskill programs and leadership building initiatives thereby reducing the CPH**. – **Cost Per Hire**
* Work on various methodologies and other such approaches to achieve operational excellence. Example: Quality tools deployment
* Ensure that the resource fulfilment model is built and deployed as per timelines received from business and cater to the requirement aggressively by innovative solutions especially for direct billable positions.
* Assist business and solutions team to forecast requirements and prepare and deploy a fulfilment strategy for critical
* Setting up & managing cross geography teams to optimize resourcing and KM model.
* Responsible for Onboarding all employees under the BU.
* Manage the end to end employee lifecycle from Pre-hire stage till development of identified employees.
* Cross functional technology implementation to enable talent teams to identify candidates across diverse channels of hiring (including internal) and optimize the hiring workflow.
* Institutionalize improvement culture to adapt to changing external and internal environment

##### **Apr 2016 tILL SEP 2017: Hewlett Packard ENTERPRISE - Bangalore**

##### **Designation : APJ Head – Knowledge management and people practices (KMPP)**

##### **Reporting to : Global KMPP Leader**

Responsible for/to:

Strategizing and executing end to end training and people management solution for all clusters in the Asia pacific Region. 11 Cluster – 3200 FTEs. Insurance, Healthcare, Supply chain management and F&A Accounts.

* Lead the knowledge management and people practices function for all clusters working closely with business leaders, putting core focus on; skilling, sustainability and scalability.
* Deploy virtual learning solutions for critical accounts – Design and develop eLearning modules using latest licensed software – inhouse and from market.
* **Deployment and real-time / need based updation of LMS along with deployment of innovative learning solutions e.g.: Mobile leaning deployment for specific accounts.**
* Plan departmental/functional training budgets forecast costs and delegate numbers as required by organizational planning and budgeting systems.
* Assess relevant training needs for staff individuals and organization, in consultation with departmental heads, including assessment methods and measurement systems entailed.
* Produce organizational strategy and plan to meet training and development needs and manage training delivery, measurement and close looping it by ensuring $ impact.
* Effectively identify and track metrics to be able to articulate ROI of the internal Talent Development initiatives
* Design training courses and content necessary to meet training needs and manage this activity via external providers. (If need be)
* Select and manage external training and accreditation bodies, agencies and providers necessary to deliver required training to appropriate standards.
* Partner with Functional and Business line leaders on content design, delivery and continuous support for key talent development.
* Organize training venues, logistics, transport, accommodation as required, to achieve efficient training attendance and delivery
* Ensure all training activities and materials meet with relevant organizational and statutory policies, including health and safety, employment laws.

##### **May 2013 till Mar 2016: Hewlett Packard - Bangalore**

##### **Designation : Cluster Training Head (KCM) – Human resources and marketing**

##### **Reporting to : India Training Head (KCM): (Knowledge capability management)**

##### **Responsible FOR: End to end training solutions for: Bangalore and Chennai (1500+ HC)**

**Responsible for/to:**

* Define training goals, objectives and performance measurement metrics for the function based on business vitals and client expectations
* Deliver and facilitate training programs in both instructor-led and web-based formats to support ongoing improvement of staff, including programs outside of assigned curricula to support team members and shifting business needs
* Roll out accreditation programs for operations management certification.
* Deliver training in for leadership interventions, as per business need.
* Conceptualize, plan and execute long term and short-term programs for leadership development.
* Utilizing the cluster/BU training budget effectively and as per timelines defined.
* Prepare contracts, rope in new vendors and manage the end to end vendor lifecycle.
* Designing, developing, implementing, delivery and evaluation of client specific training to meet project goals.
* Overseeing the development of instructional material in alignment with quality guidelines and performance objectives.
* Interacting actively with the clients at an operational level and taking care of escalations.
* Developing and implementing along with the team internal systems and procedures, to ensure the cost effectiveness, consistency and continuous improvement of training and quality program development.
* Engage with BAU teams and roll out recertification programs.
* Ensure all client escalations are taken care off within the agreed TAT, if any.
* Modifying the New Employee Training Program and Induction Program as per client specifications.

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# Complete WORK experience summary -

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| Sr. No. | Company Name | Tenure | Designation & Role in brief |
| 1 | UAE Exchange WLL | July 2019 Till Date | Country – HR , Talent Enablement and Admin Head.  Reporting to: ED – Country Leader.  Location: Bahrain |
| 2 | DXC Technologies Pvt Ltd. | Oct 2017 – June 2019 | Resource Leader : Work Force Management GCC , AMS, SE and APJ  Reporting to: Global RM Leader  Location: Bangalore |
| 3 | Hewlett Packard – Enterprise | Apr 2016 – Sep 2017 | APJ Head – Knowledge Management and People Practices  AMS and Europe  Reporting to: Global CKE Leader  Location: Bangalore |
| 4 | Hewlett Packard | May 2013 – Mar 2016 | Cluster Training Head – HRO and M  AMS and Australia  Reporting to India Head Training  Location: Bangalore |
| 5 | WIPRO Ltd | May 2012 – May 2013 | Manager Training and CBSBU Pool – India F&A and Procurement.  ASIA and AMS  Reporting to: General Manager  Location: Delhi NCR |
| 6 | Wipro Ltd | Mar 2010 – Apr 2012 | Deputy Manager – Training Location head.  Reporting to: AVP Training  Location: Delhi NCR |
| 7 | Wipro Ltd. | Mar 2008 – Feb -2010 | AM Training – Solutioning and Migrations  Reporting to: AVP Training  Location: Chennai |
| 8 | Hewlett Packard Ltd | Aug 2006 – March 2008 | Process Training Leader – Training and Org. Development  Reporting to: Sr. Manager Training  Location: Bangalore |
| 9 | Teleperformance India | Nov 2002 – Jul 2006 | Team Manager – Inbound Sales  Reporting to ABM  Location: Gurgaon |
| 10 | eFunds Ltd | Apr 2001 to Oct 2002 | Team Member – Brokerage Account Transfer  Reporting to: Team Leader  Location: Gurgaon |
| 11 | Crowne Plaza Surya | May 2000 – Mar 2001 | Guest Service Assistant: VIP Service  Reporting to: Asst FO Manager  Location: Delhi |

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##### **Education:**

* Master of Business Administration in Human Resources from J.R.N Rajasthan Vidyapeeth University, Udaipur June 2015 – June 2017.
* 3 Years in “Hotel Management and Catering Technology” graduate from Merit Swiss Asian School of Hotel Management, Ooty, in Affiliation To & cooperation with the ‘Swiss School of Hotel and Tourism Management, Chur, Switzerland’, from 1997-2000.
* Completed diploma from the Educational Institute of American Hotel and Motel Association, U.S.A, in:

1} Front Office Procedures

2} Sales & Marketing,

3} Managerial accounting for hospitality industry.

4} Housekeeping Management

5} Computer systems

6} Hospitality Management

##### **Key Awards:**

* Certifications of appreciations and $ value generated - Multiple
* Certificate of Excellence in work. – DXC Technologies
* Certification of Club 5 – Wipro
* VP Club award global – Wipro
* Best HR Leader – Hewlett Packard