

SUSHIL KUMAR MISHRA

Mobile: +91-7379071162, +91-8177001162

E-mail: ssmh.mishra@gmail.com

Dear Sir / Ma'm,

Greetings!

It was with great interest to know about your deeds with a view to provide better perspective to the people around. I am submitting my profile with a hope to attain a respectful berth in **Top / Senior Level Management** in the domain of **Administration, Operations, Training & Development and Business (Organisational) Development** in an esteemed group. Proudly served **Indian Air Force** for 19+ years. Then, worked with multiple corporates as mentioned in attached profile.

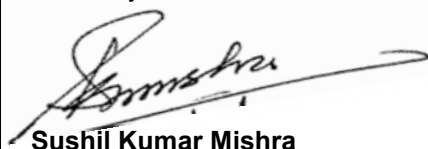
Review of my credentials will confirm that, this **45 years** old guy, has served as a catalyst in the areas of **General Administration & Personnel Management, Human Resource Management (HRM), Training & Development, Public Relations (Liaison & co-ordination), Facility Management, Operations Management, Estate Management, Business Development initiatives etc.** for more than **28 years** at different parts of the country. I took VRS from **Indian Air Force**, was working in the mentioned fields and still carrying out the related deeds. I have expertise in managing **operations of large groups** with demonstrated leadership qualities & organizational skills during the tenure.

I understand that working for a renowned organization requires a candidate who is team oriented and is able to deal with people in various departments. I am confident that I possess the skills, which will help me to perform the assignment efficiently and effectively. In addition, it is submitted that as an **efficient motivator**, I tend to achieve the best results and performance from my team.

My goal is to transit my enthusiasm, creativity and experience into a position where I continue to provide the **strategic and tactical leadership, critical to retaining valued assets of an organization**. I am certain that my presence in a team will prove to be an asset to the organization. As such, I would welcome and appreciate to have an opportunity to speak with you to evaluate the needs and share my ideas.

Thanking you in anticipation,

Sincerely,



Sushil Kumar Mishra

Annexure: Resume (CV)

SUSHIL KUMAR MISHRA

Mobile: +91-7379071162, +91-8177001162

E-Mail: ssmh.mishra@gmail.com



Open for Top/Senior level assignment in the field of Administration & HRM / Operations / Security & Prevention / Estate & Facilities Management / Purchase, Procurement & Vendors Management / Branding / Sales & Marketing / Business Development / Public Relations (Liaison) and Training & Development with organization of repute

PROFESSIONAL PREFACE

- ✦ A competent & dynamic professional with **over 28 years** of extensive experience in **mentioned fields**.
- ✦ **Member** of professional body - **Lucknow Management Association** (under the aegis of **AIMA**).
- ✦ Was the **member of Board of Governors (BoG)** of JK Group's Educational Initiatives.
- ✦ Having handful experience and expertise in **official correspondence and drafting**.
- ✦ Adaptable & focused with deftness in **crisis situations and planning & coordinating** issues.
- ✦ A **strategic planner** with hands on experience in **personnel management**, managing operations of large groups with demonstrated **leadership qualities & organisational skills**.
- ✦ An effective **Motivator and Public Speaker**. Handled **large teams** to support them in enhancing performance and outcome.
- ✦ Empaneled **Motivational Counsellor & Trainer** of **CSJM (Kanpur) University**.
- ✦ Associated with **ICAI (Institute of Chartered Accountants of India)** as Guest Lecturer for **Soft Skills**.
- ✦ An active sportsperson, stage performer and convener of such events too.

EMPLOYMENT NARRATION (Since April 1991 – till date)

Organisation & Location	Job Profile / Designation	Tenure
 Indian Air Force	Administration & HR Branch	Apr 1991– Jun 2010
Proudly served Indian Defence Forces in UNIFORM into the domain of Administration & HR, Facilities & Housekeeping, Purchasing & Procurements, Security, Public Relations (liaisons) etc.		
 JK Group, Kanpur & Kota	Administrator (Educational Domain)	Jul 2010–Oct 2012
Headed their Group of Schools at Kanpur and Kota named SIR PADAMPAT SINGHANIA EDUCATION CENTRES with having more than 5500 students and 500+ staff at these schools. Responsible for the OPERATIONAL and INSTRUCTIONAL leadership for the educational institutes at these mentioned locations. Organized and managed the support systems and activities that keep an educational institutions run smoothly.		
 BIS, Mumbai	General Manager (Educational Administration & Training)	Jan 2013 -May 2015
Performed as Campus Director (Residential Educational Group of Schools & Colleges) . Responsible for the ADMINISTRATIVE & OPERATIONAL leadership of their whole of educational sector (having more than 7000 students of different domains) of the organization. Provided the support systems and activities that keep an educational institutions run smoothly with latest developments too.		
 CSRL, New Delhi	 DGM (Head-UP & MP	 and)
		Jun 2015 - Sep 2018
Handled with planning of diary of actions for more than 15000 (Fifteen Thousand Students) for the CSR Projects into EDUCATIONAL DOMAIN of TOP PSUs as head of two states with Educational Projects Management , Marketing & Branding and addressed the Advocacy SEMINARS too. Conducted different examinations and Admissions from both states with optimum LEADERSHIP roles to keep its overall operations intact with fetching the best outcome and results so far.		
 Raj-Ratan Group	DGM (Retail Sector-Real Estate, Clothing, BPO, ISP)	Oct 2018 – Mar 2019
On leadership role of RETAIL SECTOR with a vigilant eye on market trends and competitions . Apart from acting as TOP ADMINISTRATOR also taking care of the fields like Business Development (Expansion and set-up of new Retail Outlets), Brand management, handling Sales & Marketing team including their Training (Hospitality & Customer Support), of the organization with support systems and activities that keep the business perform and develop.		
 Aakash Edn. Ser. Ltd.	Head: Branch Operations, Sales & Marketing	Mar 2019 onwards
Responsible for BUSINESS with <u>Administration & Operations</u> of Corporate Branches with student's counselling and managing & carrying out Colloquiums too. All liaison activities, Admission deeds, Outdoor and Indoor activities to enhance business and brand management with letting the teams to achieve their set of targets etc.		

PROFESSIONAL PERFORMANCE (Since April 1991 – till date)

Administration & Facilities (including ESTATE MANAGEMENT)

- Overall administrative related activities with optimum utilization of resources.
- Monitoring of smooth operations and coordination between related departments, other organisations and establishments.
- Strategic planning; implementing SOPs to optimize resource / capacity utilization.
- Effectively handling the **Public Relation activities.**
- Maintaining assets like buildings, equipment, spares, transport etc., while conforming to hygiene and environmental considerations.
- **Vendor Management:** Handling Vendor (s) including AMC (tender invitation, meeting vendors, obtaining quotations, negotiations and finalization of quotations).

CORPORATE Office Administration (Specified):

- Coordinating office activities and operations to secure efficiency and compliance to company policies
- Supervising administrative staff and dividing responsibilities to ensure performance
- Communicates with relevant agencies to produce travel itineraries.
- Monitored and got arranged the meetings by scheduling appropriate meeting times, booking rooms, and planning refreshments
- Booking conference and meeting room facilities.
- Manages correspondence Respond to telephone, email, walk-in and website contact form inquiries from existing community members, prospective residents, management, vendors and other constituents
- Create and process new leases as well as lease renewals and additions.
- Planning and arranging events, including catering
- Handles expenses and billing cycles
- Drafts and format relevant documents. Organising and storing paperwork and computer-based information.
- Maintenance of stock lists (inventory) and orders office supplies as needed
- Scheduling meetings, creating agendas and ensure minutes of meeting.
- Manages in purchase orders and invoicing
- Maintains accurate records for employee like Leaves, social calendars etc.
- Manages outgoing post and records data on special deliveries
- Attends workshops and conferences when requested.
- Take care of website functions and social media profiles
- Collaborate with on-site maintenance team and external contractors to ensure that the property and individual units are repaired and maintained to meet company standards and local laws
- Handle complaints, maintenance requests and other concerns according to property-specific and company procedures
- Arranging training for staff members.

Security- Safeguard the **HUMANS and ASSETS** by every possible ways.

- Preparation and supervising the overall security related issues including Fire Fighting plan.
- Identifying and ensuring emergency / disaster management.
- Identifying vulnerabilities / exposures & risks.
- Direct and coordinate the activities of all security personnel.
- Ensure that all security staff provides services that are above and beyond for customer satisfaction and retention.
- Ensure the safety and security of guest, staff, visitors and contractors at all times.
- Responsible to manage all safety & security, Fire Life Safety and food hygiene risks.
- Liaise with all department heads to ensure employees are adhering to established security procedures.
- Record and notify all risks, deviations from safety standards and any untoward incidents.
- Track departmental safety record and document medically treated and non-treated injuries.
- Oversees and guides the efforts of the Accident Prevention Committee.
- Oversees first aid program for guests / visitors and employees.
- Oversees the claims process and protects company assets by closely monitoring the General Liability and Worker's Compensation cases.
- Assign duties and schedule staff for balancing needs and productivity standards.
- Monitor staff activity and coach subordinate performance.
- Watch for suspicious persons entering, exiting or loitering around the public or guest areas.
- Follows up on all unusual activities in and around the property that would impair the well-being of guests and employees.
- Ensure compliance with all security standards and preventative measures.
- Monitor and follows proper key control guidelines in loss prevention and in the property.

- Conduct investigations and compile reports on a timely manner for any theft, loss, accidents or any aspect that risk the safety.
- Handles complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.
- Develops and maintains a monthly checklist for all CCTV equipment, alarmed doors, and panic / duress alarms to ensure that they are fully functional.
- Conduct regular mock fire evacuation drill as per the emergencies standards.
- Develop and advise key personnel of emergency procedures.
- Implements action plans to monitor and control risk.
- Establish crisis management and contingency planning.
- Conduct regular walk through rounds for observing the entire premises.
- Supervision of all Security Personnel and giving clear direction on all security related aspects.
- Coordinate with external police authorities in the investigation and handling of crimes, accidents, Government Ministers / official's moments etc.
- Perform all tasks consistently in line with the standards and adhere to all legal and statutory requirements.
- Interview, select, review and train new security officers according to the standards to maintain order throughout.
- Create global security policy, standards, guidelines and procedures to ensure ongoing maintenance of security.

Purchase / Procurement & Logistics Management

Manage all aspects of purchasing to efficiently and cost-effectively support organizational operations.

- Managing and forecasting demands and timely placement of order of materials and logistics.
- Ensured optimum level of material & resourceful deployment/utilisation of resources.
- Handling storage, transportation of highly sensitive & precious material / equipment.
- establish and implement purchasing policies, procedures and best practices
- monitor ongoing compliance with purchasing policies and procedures
- direct procurement policies to ensure all items are purchased and delivered within budget and time constraints
- identify and source new suppliers and vendors
- manage vendor and supplier selection process based on price, quality, support, capacity and reliability
- develop and maintain strategic relationships with key suppliers and vendors
- establish and update an approved vendor/supplier database
- develop, negotiate and administer purchasing agreements and contracts with suppliers in support of organizational requirements
- evaluate contracts to ensure compliance with legal requirements and organizational policies
- monitor supplier and vendor compliance with contractual agreements
- measure and manage the vendor and supplier cost, quality and delivery performance
- oversee supplier compliance with internal quality standards and external regulations
- troubleshoot cost, quality and delivery concerns
- manage risk relating to quality, cost, delivery and supply of purchases
- introduce performance improvement measures for suppliers and vendors
- work with relevant departments to manage inventory requirements
- facilitate timely placement of purchase orders
- review purchase orders for proper authorization and compliance with organizational policy and procedures
- develop and manage purchasing budgets and forecasts
- monitor and reduce purchase variances to meet profit objectives
- produce regular reports on purchase commitments, costs and delivery performance
- oversee the operations and daily activities of the purchasing department
- performance manage, develop and motivate purchasing staff
- direct continuous improvement of purchasing processes in line with changing organizational needs and market conditions

Business Development, Sales & Marketing Management with Brand Recognition

- Provide service leadership related to Marketing and Communications of business.
- Ensure that high-quality services are delivered effectively, efficiently and consistently, whether it is direct or indirect communications.
- Make sure that the businesses marketing communications promote the right message to maintain a good brand image.
- ATL & BTL activities for marketing & Branding.
- Act as the lead officer in all Marketing and Communications activities, this means it is important that they are accessible and approachable for other employees to see them as an advisor and point of contact, to provide high-quality advice to solve any problems they may have.

- Problem solve, this will be a big part of the job, so the ability to think on your feet is a must. As the Head of Marketing, they will support the Director with their duties and also work within the management team to maintain the collective work to a good standard.
- Oversee day-to-day activities related to Business Development, monitoring, and forecasting to better understand the market.
- Accomplish marketing and sales human resource goals through normal managerial duties, such as recruiting, training, scheduling, coaching and disciplining employees
- Continually assess our marketing techniques and their efficacy in affecting admissions.
- Prepare an annual budget to meet marketing and sales financial goals
- Crafting strategies for all Marketing teams, including Digital, Advertising, Communications and Creative
- Designing and implementing a strategic sales plan that expands company's customer base and ensure its strong presence
- Stay up-to-date on current market trends. Anticipate new opportunities to maintain relationship with important clients
- Work collaboratively with the sales team to assess current projections
- Own ultimate responsibility for successfully meeting or exceeding goals / targets
- Collaborate with marketing team to creatively reach more potential prospects / customers
- Take calculated risks to increase profitability and brand recognition
- Work in a hands-on fashion, building the team—provide motivation and inspiration
- Set the precedent for excellence through leading by example by taking (addressing) the Advocacy Seminars
- Cultivate and deepen client relationships and partnerships that add value
- Stay up to date on job knowledge by participating in educational opportunities, attending conferences and workshops, reading professional publications, maintaining a personal network and joining professional organizations
- Collaborate with other managers and key employees in sales and marketing department to achieve important goals.

Events Management

- Convener for Commander's conferences chaired by Defence Minister.
- Organised and coordinated summer camps for over 500 children, Sports & Cultural events, competitions, adventure activities and exhibitions etc.
- Hosted many VVIPs and arranged for the hospitalities for them.

Leadership

- In consultation with staff, establishes goals and directions for the institutions and leads staff to work cooperatively toward the achievement of these goals and directions.
- Fosters a professional learning community.
- Ensured that the institute's educational direction is consistent with and in harmony with the divisional goals and directions
- Works toward participatory decision-making involving all staff.
- Strives toward developing an environment and climate that fosters student growth and academic excellence.

Management

- Responsible for the deployment of staff and resources effectively and efficiently as appropriate to the institute and the learning of all students.
- Responsible for the evaluation of student's performance and the clear communication of such information according to established and known criteria.
- Responsible for a non-threatening and safe environment for all students and staff in the institute and /or at institute related functions.
- Responsible for the overall maintenance of the institute grounds and buildings.
- Monitors all activities at the institute and keeps records according to the requirements.
- Maintains a budget and is responsible for all expenditures of institute and base budget funds.
- Submits, as required, all necessary reports to the Chairman in a timely fashion.
- In cooperation with staff, develops policies for and effectively manages student discipline.

Personnel / HR

- Supervises and assesses the performance of staff fairly and effectively, providing formative and summative assessment of staff performance.
- Under the direction of the Management, undertakes the deeds of human resources, assists in staff recruitment, selection and induction.
- Strives toward harmonious working relationships with and among staff members to create the best ambiance.
- Encourages and supports professional development for all employee groups.
- Leading the support intends to provide to the department in developing tools and strategies for performance management and identifying best practices in terms of policies for meeting long-term HR gaps for both regular and contractual staff.
- Implementation and operationalization of HR Integrated System (HRIS).

- Developed strategies for improving the efficiency and quality of recruitment for contractual staff in assigned department.
- Supporting the department in seeking appropriate approvals from **GoI** for implementing innovative strategies and HR gaps, as required.
- Leading the effort for supporting organizational restructuring based on Government's requirement if any.
- Manpower planning, Recruitment, Induction & ensuring cultural fit.
- Management of taskforces entailing orientation & training, career development.
- Responsible for welfare aspects, career guidance, identifying skills / strengths, creating right environment under the most adverse conditions.
- Stress Management, counselling & grievance handling under challenging conditions, conflict resolution, managing anxieties and morale were part of daily routine.
- Handled HR functions such as Leave management, Payroll, Promotions, Transfers, and Appraisals etc.

Training & Development

- Identifying training needs, conducting training programmes & measuring its effectiveness and taking corrective measures if required.
- Customizing training programmes based on training needs, analysis to enhance the manpower skills.
 - Imparted training to the various levels.
 - Training to staff for better customer care and satisfaction, Inventory Management and Stock-taking.
- Conducted various seminars, lectures-demos, discussion forums & Brain-storming sessions.
- Being a public speaker, conducted motivational seminars with different establishments and sectors.
- Conducted various sessions of Personality Development, Personal Counselling, Stress Management, Behavioural Training, Communication & Soft Skills, Presentation Skills, Employability Skills and Interview Techniques etc.

Curriculum/Programs/Services

- Under the direction of the Chairman, takes responsibility for implementation, supervision, coordination, and evaluation of all programs and services offered to the students.

Communication

- Provides effective communication and interaction with staff, students, parents, community and the superintendent's department.
- Strived to have all communication, promote the understanding of educational goals to staff, students, parents and community.

Divisional Role

- Articulates divisional goals and policies as appropriate to staff, students, parents and community.
- Participated in divisional decision-making and in the formulation of divisional practices and procedures.
- Takes a divisional leadership role in program and services implementation and development as appropriate.

Professionalism

- Actively pursues personal professional growth.
- Supports and encourages the development of leadership capacity for all teachers and staff.

Project / Centers Management

- Coordinating with Head Office in terms of report submission, budgeting, manpower management
- Liasoning with Institutions and Sponsoring Agencies.
- To take full accountability for the projects under my domain areas.
- Responsible for maintaining infrastructure.
- Supervising day to day activities of the projects
- Ensuring overall smooth functioning of the projects.
- Coordinate internal resources and third parties/vendors for the flawless execution of projects
- Ensure that projects should run within scope and budget
- Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Develop a detailed project plan to track progress
- Use appropriate verification techniques to manage changes in project scope, schedule and costs
- Measure project performance using appropriate systems, tools and techniques
- Create and maintain comprehensive project documentation

Operational

- Responsible to provide overall operational support to all programmatic activities.
- Direct, supervise, and coordinate the efforts of the operational and support staff attached to the Project.
- Allocate the Project's available resources to the various heads implemented out of main Project, including vehicles, office equipment, offices, etc.

- In coordination with the Corporate / Head Office, assess needs in operational and support staff, review applicants, and recruit qualified staff.
- On a quarterly basis, evaluate all direct subordinates and organize direct subordinates for the evaluation of all Project based operation and support staff.
- Get maintained a set of office files and a communication logging system, and ensure the documentation of decisions made. Also reviewing and confirming decisions made are being followed or agreements adheres its standards.
- Ensure the maintenance and proper use of communication systems.
- In coordination with the HO, implement and maintain the security plan for the Projects.

Team Management

- Ensure effective project operations and unite team under common goal
- To maintain coordination between various stakeholders
- Report and escalate to management as needed
- Manage the relationship with the client and all stakeholders
- Establish and maintain relationships with third parties/vendors

As a Counsellor (Behavioral Science)

- Mentoring of the students and to motivate them to achieve their goal
- Monitoring day to day performance of the students
- Maintaining discipline among students
- Carry out Career Counselling seminars at different schools around UP & MP.

Glance of Tasks and Responsibilities

- lead the planning and implementation of project
- Providing advice on the management of projects
- facilitate the definition of project scope, goals and deliverables
- define project tasks and resource requirements
- develop full scale project plans
- assemble and coordinate project staff
- manage project budget
- manage project resource allocation
- plan and schedule project timelines
- track project deliverables using appropriate tools
- provide direction and support to project team
- quality assurance
- constantly monitor and report on progress of the project to all stakeholders
- present reports defining project progress, problems and solutions
- implement and manage project changes and interventions to achieve project outputs
- project evaluations and assessment of result

JOB PROFILES (AT A GLANCE on CONCLUSION)

- Total **Administration** including **supervision & delegation of duties & responsibilities to Head of different departments & other designators with working in close coordination.**
- **Operations, Facilities, Estate & Events** Management.
- **Accounts Department** for all **budgetary activities (CAPEX / OPEX).**
- **HR / Personnel Department** (Employee Relations / Welfare) with Planning & Policy Formulation, Recruitments etc.
- **Business Development initiatives.**
- **Public Relations (Liaison** with parents, Govt. & Civil Officials)
- **Repair & maintenance** (including **AMCs**) of electrical & mechanical equipment's, buildings etc.
- **Inventory / Assets** management (Purchases & Stores), **Vendor** Management

SPECIFIED DEEDS (for educational set ups):

- Efficient liaison with various agencies like AICTE, Technical University, CBSE, Advertising, Suppliers (vendors) to materialise the organisational deeds. Plays pivotal role in bonding and liaison of management with outside agencies and dignitaries.
- Conducted workshops/seminars and administered admissions and placement activities with training of students for **interviews, soft skills**, etc.
- Personnel management of Faculty & Staff. Fixing of roles of executives, counsellors & other staff members.
- Overall administration includes admissions, enrolment, examinations, maintenance of faculty- student records, leave records, salary, clearances of bills and shouldered the responsibilities of proper execution of services like-bus, mess, electric, security, library, scholarships etc.
- Dextrously handled teaching & non-teaching staff and inculcated trust & loyalty and bonding between employer and employees.
- Performed all the **administrative requisite deeds for initial establishment (set-up) of professional educational institution.**

Played integral roles in ensuring **educational institute's** smooth functions and oversees following deeds:

- Feedback of day-to-day activities.
- Instructional resources for use in the classroom.
- Development academic programs.
- Monitoring of students and teachers for progress.
- Train, encourage, and mentor teachers and other staff.
- Manage and do career counselling sessions.
- Administer record keeping.
- Supervise teachers, counsellors, librarians, and other support staff.
- Maintain rapport with parents.
- Directions of tours and marketing.
- Budgets and annual reports. Salary reports.
- Maintaining high curriculum standards in consonant with teachers and mentors.
- Formulate mission statements.
- Performance goals and objectives.
- Hire, train, and evaluate teachers.
- Visit classrooms and observe teaching methods.
- Examine learning materials.
- Review instructional objectives and adjust accordingly.
- Meet with Principals, administrators, parents, and community organizations.
- Student's Behavior management.

SKILL SET

- | | | |
|-----------------------------|--------------------------|----------------------------|
| -Strategic Planning | -Policy Formulation | -General Administration |
| -Organizational Development | -Leadership | -Effective Communication |
| -Negotiation | -Relationship Management | -Time Management |
| -Interpersonal Abilities | -Decision-Making Skills | -Rational Thinker |
| -New Setup Management | -Proactive Approach | -Strategic Vision |
| -Presentation Skill | -Analytical Capability | -Problem Solving Potential |

ACCOLADES

- Acknowledged & Appreciated from Chief Patrons, Air Officer Commanding and many senior officials for efficacy. **Got ten recommendations of commendation by Chief of Air Staff and Air Officer Commanding-in-Chief.**
- Especially called to AKASH AF Officers' Mess, New Delhi (**at India Gate**) for **Events and Hospitality Management** for **Ministers & Defence Commanders** Conference, Republic & Air Force Day events.
- Invited as **Chief Guest, Main Speaker** and awarded for many events & Training sessions with **Media Coverage** to its fullest.
- Achieving regular result of **96% +** since last three years for the Projects I head.

ACADEMIC CREDENTIALS

- **MBA (HR & Marketing) - 1st Division.**
- **Certificate course in Entrepreneurship & Small Business Management.**
- **Instructions in Industrial Security & Administration** from Institute of Industrial Security, Nasik. (**Specialization Industrial Security, Admin., Fire Fighting, and First-Aid**)
- **B.A. (English-Spl & Psychology)** from University of Pune.
- **Health & Hygiene Course** from Health Education Service, Pune. (**Specialization Health & Hygiene**)
- **Certificate Program in Real Estate Management from ANSAL TECHNICAL CAMPUS, Lucknow.**

PERSONAL DOSSIER

Date of Birth : 20th August 1973
Permanent Address : Flat # 403, Laxmi Aman Apartment, Keshavpuram,
Avas Vikas - 1, Kalyanpur, **Kanpur**-208017 (UP)
Languages Known : **English, Hindi, Marathi, Punjabi**



Sushil Kumar Mishra

SUSHIL MISHRA

"THE TRAINER"

(Certified Communication Skill Trainer and Motivational Speaker)

smile.sews@gmail.com

AREAS OF TRAINING IMPARTED
(Individuals / Institutions / Corporate)

Training & Development (Overall & Customized)

Communication Skills

Presentation Skills

Soft Skills

Employability Skills

Interview Techniques with Mock Interview Sessions

Personal & Career Counselling

Stress Management

Leadership Skills

Training to **Trainers, Teachers & Counsellors'**

Empaneled Motivational Counsellor & Trainer of **CSJM (Kanpur) University**

Associated with **ICAI (Institute of Chartered Accountants of India)** as Guest Lecturer for **Soft Skills.**

Above all

An efficient **Motivational Speaker**

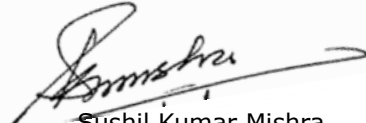
Note: We customize training modules, on feasible areas, as per the need & requirement.

A professional having extensive experience of 26+ years and still growing.... As **Head of "Smile Education & Welfare Society"** and being a **Certified Communication Skill Trainer & Motivational Speaker**, undertakes the deeds regarding the entire gamut of **Training & Development**, since last 16 years, for the Individuals, Corporate, Educational Institutions (**Engineering, Management and other Graduate & PG Colleges to inculcate Employability Skills & Interview Techniques to be competitive for Placement drives**) and other organizations too includes Training of Communication & Presentation Skills, Personality Development, Creativities, Initiatives, Soft Skills, Interview Technique Sessions, Personal & Career Counselling, Behavioural Skills, Stress Management & Motivational Seminars etc. Also undertakes the deeds as **Guest Lecturer (Management & Personality Development) & Trainer to different institutes and corporate viz., LML, Rotomac, Pioneer Industries, Frankfinn Air Hostess Academy, etc.** Addition to it I am also associated with the **ZEE Institute of Creative Arts (ZICA)**, Lucknow, Cavalier India (premier SSB & Animation Institute), Lucknow, Government Polytechnic etc. **as a Consultant & Trainer. Also handled large marketing teams** to support them in enhancing sales and better marketing prospects. Also conducted **Teacher's & Counsellors' training sessions** and was also one of the speaker in "**Teacher's Training Workshop**" conducted by **OFIL, Kanpur**. Presently, also designated as an Official "**Trainer & Counsellor**" of Regional Employment Exchange, Kanpur and with numerous **UNIVERSITIES & COLLEGES**, done **Placements deeds with Corporate Relations**, conducted huge "JOB-FAIRS" with numerous companies on-board, and got selected more than 4800 job seekers within a year or so.

Further, have performed the T&D deeds as:

Training & Development

- Identifying training needs, conducting training programmes & measuring its effectiveness and taking corrective measures if required.
- Customizing training programmes based on training needs, analysis to enhance the manpower skills.
 - Imparted training to the various levels.
 - Training to staff for better customer care and satisfaction, Inventory Management and Stock-taking.
- Conducted various seminars, lectures-demos, discussion forums & Brain-storming sessions.
- Being a public speaker, conducted motivational seminars with different establishments and sectors.
- Conducted various sessions of **Personality Development, Personal Counselling, Stress Management, Behavioural Training, Communication & Soft Skills, Presentation Skills, Employability Skills and Interview Techniques** etc.


Sushil Kumar Mishra