

NARESH KAPOOR

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Summary:

- Since August 2022, involved in soft skills assessment of MBA students as a freelancer
- Dedicatedly worked in MTNL (PSU) for about 29 years 5 months (27.08.1990 to 31.01.2020) with full enthusiasm and energy. Taken VRS in Jan 2020.
- Supervised and mobilized installation and maintenance team for streamlining miscellaneous activities.
- Deputed on foreign assignments at MTML, MAURITUS for 05 years and 08 months and DOHA ASIAN GAMES for 02 months and attended 01 week training at SHENZHEN, CHINA.
- Managed HR service delivery and ensured alignment with HR objectives.

Key skills:

Quick at process adoption, Innovative for problem solving, Strategic mindset, Transformation mindset, Believe in smart work, Positive work environment, Managing virtual teams, Participative and curious, Observant and optimistic, Employee relationship, Sociable, Accountable

Experience:

>> Since Aug 2022, involved in soft skills assessment of MBA students as freelancer

>> Posted as Deputy Manager at HR unit of MTNL, Corporate Office in Feb 2013 and promoted as Senior Manager (HR/Pers.), MTNL, Corporate Office in April 2018.

- Acted as primary connection between HR and employees. Served as a liaison for employee engagement, planning/delivering training and development of employees.
- Accountable for coordination, delivery, prioritization and escalation for HR activities.
- Executed grievance management, performance management, exit management and internal role posting. Proposed improvement in respect of services or processes.
- Maximized individual productivity and promoted teamwork and a positive work environment to maximize productivity and maintain a quality team with employee satisfaction.
- Built skills of self and others, needed to execute responsibilities. Effectively counselled and feedback to improve performance.
- Adapted, communicated and implemented the strategic direction of operations as per policies and processes. Reduced and managed risks to tasks and activities.
- Established self as key contributor.
- Recruited newcomers, conducted exams through outside agencies, screened and verified documents, issued office orders for sending the selected officers for training at MTNL training centres and delivered final posting orders.
- Issued Office Memorandum for deputation to Mauritius, formed screening and selection committee and arranged for conducting the interviews of short listed applicants. Released necessary office orders for reporting to MTML, Mauritius.
- Coordinated between Corporate Office, Delhi, Mumbai and Mauritius Unit for transfer and posting orders, retirement orders, resignation and voluntary retirement cases.
- Forwarded applications for employment outside MTNL. Issued NOC for attending the interviews as and when called for. Handled resignation cases of these officers if they are selected outside MTNL.

- Catered leave cases of higher managements of Delhi, Mumbai and Mauritius
- Forwarded online and offline applications to PESB for GMs and above level officers for selection to Board level in other PSUs/Govt.
- Settled long leave and long absentee cases of employees of MTNL who are not attending their respective offices for the last five years or more
- Persuaded and attended RTI and CIC cases
- Scrutinized cases for intimation of acquisition and disposal of properties
- Documented change in name or correction in name in respect of employees. Also dealt with addition or deletion of name of the family members
- Administered as Nodal Officer for various VRS activities during VR Scheme-2019 before being relieved from MTNL on 31.01.2020.

>> Promoted as Sub Divisional Engineer / Deputy Manager in April 1999:

- Streamlined each and every activities related to Switch, MDF, FRS and Record section as overall In-charge of newly built Remote Subscriber Exchange.
- Deputed on foreign assignment at DOHA, QATAR Asian Games for 02 months
- Deputed at MTML MAURITIUS for 05 years and 08 months for maintenance activities and business development of telecom services at Mauritius.
- Attended one week training at SHENZHEN, CHINA.
- Efficiently outperformed business development activities across the Mauritius and at various hostels of workers of different companies particularly for Pakistan, Bangladesh and SriLanka, for facilitating them with MTML services.
- Handled outsourced staff for Store, Call Centre and Customer Care showrooms for business development at different locations of Mauritius.
- Maintained IN network and navigated and aligned the mobile towers maintenance with the help of vendors' team. Involved in migration and integration of IN network from CDMA to GSM network before being relieved from Mauritius for further reporting to MTNL Delhi.

>> Appointed as Junior Telecom Officer / Assistant Manager in April 1991:

- Efficiently supervised linemen/supervisors team during field maintenance, also directed and mobilized installation team with the help of vendors' team, administered, guided and trained technical maintenance team for day to day activities.

Academic Qualifications:

- B.Sc. (Hons) Mathematics, Delhi University (First Division, **Topped in College**)
- B.Ed. (English and Mathematics), Annamalai University (Second Division)
- MBA Executive, Faculty of Management Studies, Delhi University (First Division)

Computer Proficiency:

- Hon's PG Diploma in Software Engineering from ITC, A Unit of TCIL
- Sound knowledge of MS-Office
- Created IT programs for routine technical testing

Interests / Hobbies:

- Interior designing, playing Badminton, Table Tennis, Volleyball, Basketball, learning Share market