

# Client Name and Contact Details

## COMPETENT Management Consultant

**CAREER OBJECTIVE:** Seeking challenging assignments with a well reputed and established business unit of National / International scope, which offers diverse job responsibility and will fully utilize both my Managerial abilities.

### PROFILE AND STRENGTHS

- Dynamic and ambitious Service Industry Professional with **comprehensive multi-functional experience** in management consulting, overall Process Management, Commercial Operations, Client Servicing and Quality Assurance.
- Professional record demonstrates **rich domain knowledge** and extensive experience in research methodology, business planning, strategic management, pre-sales analysis, RFIs, and RFPs etc. in **Healthcare Industry**.
- Proactive professional **equipped with thorough knowledge and technical understanding** in conjunction with demonstrated capabilities in managing process verticals implementing process improvements for desired performance levels.
- **Virtuoso performer** skilled at designing **Business plans, feasibility studies, market entry plans, competition and benchmarking studies** and communicate the same to the strategic business units at the client location to facilitate development.
- Possess sound **business acumen in understanding and analyzing** the business situations, customer-value maximization, and customer-need identification.
- **Strong communication and interpersonal skill;** attention to detail, highly developed analytical faculties as well as the ability to build and lead effective teams.
- **Acknowledged troubleshooter** who can rapidly identify business problems, formulate tactical plans, initiate change, handle escalations and implement effective programs in challenging environments.
- Proven expertise in **critical evaluation of sensitive issues and conceptualizing** need based solutions for enhancing operational efficiency and profitability.

### PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS

#### Brickwork India., November 2008 to till date

##### Associate Manager – Research and Consulting

- Handling a team of 14 people delivering around 200+research and consulting assignments every year.
- Created a strategic approach to generating business out of historic information for a China based firm working onsite in Beijing for 4 weeks
- Account manager of Middle East regions managing turnkey projects like setting up a cable manufacturing plant in North Africa region, opportunity analysis for Sharia hotels in Middle East etc,
- Extensive experience in making proposals, client communication and escalation management
- Handled various positions in Business development, delivery and training
- Extensive experience in training teams on research skills, methodologies, soft skills

#### DELOPT., July 2007 till November 2008

##### Business Analyst

- Actively involved in developing product ideas and solutions for Building Automation Systems.
- Enterprising achiever in executing the assignment for branding the company, repositioning and creating a all new website for the company.
- Played key role in developing the requirements for software development of products like PCS.
- Mastered the skills of Customer interaction, Customer analysis, Requirements gathering and management.
- Actively involved in preparing the RFP and RFQ documents for India and Abroad clients.
- Played the role of a critical resource supporting the entire research process contributing to lead generation as well as R&D.
- Gained rich on the field experience participating in trade shows and conducting site surveys.
- Acquired vital knowledge about electronics and embedded systems.

#### Caritor India Pvt. Ltd., Mar 2006 till April 2007

##### Business Analyst

- Actively involved in analyzing the existing Health Care Applications and design the Pre-analysis artifacts.
- Accountable for designing the Use Cases, Context Diagrams, Use Case Models and Domain Models and communicate with the Subject Matter Experts of the Client to discuss the same and gather requirements.
- Deftly coordinate with Design, Testing and Coding Teams to facilitate the RUP.
- Pivotal in communicating with the onsite coordinators in gathering and incorporating change requests and analyze the codes and stored procedures and extract requirements
- Played a key role in developing the proposals for the international market.

## PROJECTS UNDERTAKEN

- 1. Medical Imaging Software:** Played a major role in developing use cases.
- 2. Meds Managing Software:** Provided end-to-end solutions including complete project management right from pre-analysis to delivery of the project.
- 3. In-house Project for Caritor e-shop**

## 24/7 Customer, Aug 2005 – Jan 2006

### Tele Sales Representative

- Actively involved in providing extensive sales support to the UK Clients for Insurance Services
- Gained rich exposure to the entire Sales Process including Sales Promotion and communicating with the Clients in a pleasant telephonic manner.

## SELECTED ACCOMPLISHMENTS

- Established credibility in the areas of Healthcare Industry and Insurance Domain and gained solid knowledge to frame Insurance Policy including various types of plans viz. Accidental Plans, Health Plans, and Death Plans etc.
- Excelled in customer services and successfully executed pre and post sales activities.

## ACADEMIC AND PROFESSIONAL CREDENTIALS

### Masters in Business Administration (Marketing & Systems), 2006

Secured 67%

MP Birla Institute of Management, Bangalore

### Bachelors of Technology – Mechanical Engineering, 2003

Secured 62%

J.N.T.U. Hyderabad

## COMPUTER KNOWLEDGE

**Operating System** : Windows 95 / 98 / XP  
**Languages** : C, C++  
**RDBMS** : MS-Access, Oracle8.0 and SQL

## RESEARCH PAPERS / ORGANIZATIONAL STUDIES

### Gulf Oil Corporation, Jul 2005 – Sep 2006

#### Study Areas

- Companies Technological Competencies.
- Process Management and Quality of GAMS project
- Products and Service offerings
- Organizational Culture and Decision making hierarchy
- SWOT Analysis
- Functional Areas including Product Development, Human Resource, Sales and Marketing, IT services, Finance and Administration.
- Generating leads and made sales under the GAMS project.

#### Research Papers

- Research paper on Multi sided markets.
- A project on "Management of Creativity and facilitating Decision Making in Organizations" at SRC Associates, Hyderabad.
- Drafted Business plans for Poultry Industry and Sealed coconut water plant.
- Research paper on Advanced manufacturing Technologies.
- Research paper on Direct Shell Production Castings

## **PROJECT UNDERTAKEN AS A PART OF MBA CURRICULUM**

**E-retailing, Jan 2006 – Apr 2006:** Study conducted on estimating the needs and prospects of E-retailing in India, including study and analysis of the Retail Industry in Indian Market.

### **Roles and Responsibilities:**

- Actively involved in providing end-to-end project management solutions right from conceptualization to final completion of the project
- Accountable for defining scope of the, sampling and analysis based on the data gathered from the analysis

## **CO-CURRICULAR ACTIVITIES**

- Secured First prize in paper presentation on "Multi-sided markets", Case Study Analysis and Presentation at and third prize in Role Play at Aarambh-2005, Management Fest organized by Institute of Business Management & Technology, Bangalore.
- Secured State Level First Prize for Research Paper submission and presentation on Advanced Manufacturing Technologies at RVR & JC College of Engineering, Guntur, and Andhra Pradesh.
- Secured National Level Third Prize for Research paper presentation on Direct Shell Production Castings at RVS Engineering College, Dindigul, TamilNadu
- Actively involved as a member of placement team - M.P. Birla Institute of Management and revived the existing activities and started new activities for greater interaction with the Alumni and arranged Annual Alumni Meet, 2005.
- Associated as the Chief Organizer for "Market Combat" Marketing Event in Paradigm, the annual fest at M.P.B.I.M and for Toast Masters club - a club for enhancement of communication skills.

## **VOLUNTARY ACTIVITIES**

- Designed, Conceptualized and prepared a Script for a 13 minute documentary film on MATHRU School for the Blind for promotion and fund generation of the institute
- Voluntarily worked for Human Rights Forum for three years.

## **Personal Details**

Name: K.V.M.Kishore  
Father's name: K. Akkisetty  
Date of Birth: 05.06.1981  
Nationality: Indian – Hindu  
Native Place: Anantapur  
Hobbies: Travelling, Reading books and writing blogs