

Nitya A. Wakhlu

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Education

- **MBA, Personnel Management and Industrial Relations, 2006**
XLRI School of Business and Human Resources, Jamshedpur, India
- **Bachelor of Engineering, Electronics and Telecommunication, 2003**
Cummins College of Engineering, Pune, India
 - Gold medal for 'Best Outgoing Student of the Electronics and Telecommunication Department'.
 - Infosys Gold Medal for 'Best Student in Sports'.

Professional Experience

- **Pragati Leadership Institute (India)**
Designation: Consultant **Feb 2008 to Oct 2008**

Pragati Leadership Institute is an organisation in the space of Wholesome Leadership Development, mainly through corporate training and consulting. My primary contribution was in the role of a facilitator, where I trained participants from diverse backgrounds including those from Fortune 500 companies. In addition to this, I managed client relationships and a portion of business development.

Facilitation :

- Exceeded business delivery revenue target by 66%.
- Led pre-program client needs assessments and organisational diagnostic surveys.
- Skilled in experiential program design using different facilitation tools (outdoor games, role plays, audio-visual presentations, Open Space discussions, World Cafes, etc.)
- Trained over 250 people in the following domains: Team Building, Goal Setting, Interpersonal Skills, Personal Effectiveness, College to Corporate Transition Training and Creative Brainstorming.
- Achieved 'Good' or 'Excellent' rating from 96% of all program participants.
- Led a cross-functional team during a long-term consulting intervention for a Fortune 500 company. Drove the entire project from securing the order, designing the intervention and projecting costs to ensure on-time and on-budget delivery of business.

Business Development and Client Relationship Management :

- Won new business by developing and presenting proposals customised to specific client needs.
- Exploited untapped opportunities with an existing client to increase account revenue by 45%.
- Forged and maintained long term client relationships. Received client testimonials for outstanding customer service.

- **General Electric (GE Money, India)**
Designation: Area Sales Manager – Credit Cards **Apr 2007 to Jan 2008**

As an Area Sales Manager I propelled my team of sales people to meet stretch sales targets while maintaining stringent cost and productivity benchmarks. I led two separate sales teams: a Retail Team and a Corporate Team.

Retail Sales Management :

- Led a team of over 70 sales people (field force and telemarketers).
- Drove all employee management initiatives including hiring, sales training, design of salary and incentive

- structures, performance coaching and counseling and team motivation.
- Achieved an average 10% increase in month-on-month sales.
- Used data analysis to steer sales strategy which resulted in an improvement in the credit quality of applicants and credit card approval rate.
- Spearheaded a pilot project for a nationwide cross-selling alliance with State Bank of India, India's largest bank. Initiated product training for bank personnel, hired and trained support staff, resolved customer and process issues and ramped up sales. The model of this successful pilot project was ready for roll-out throughout the Indian market.

Corporate Sales Management :

- Created, trained and led a new sales team of 15 relationship managers focusing exclusively on long-term corporate liaisons.
- Mapped 700 corporate organisations across the city of Mumbai and made a sales plan to target them.
- Led the relationship building process by making daily sales calls and presentations to corporate HR managers establishing the value propositions of our products and services.

- **General Electric (GE Money, India)**

Designation: **Management Trainee, Young Leader Development Program** **Jun 2006 to Mar 2007**

The Young Leader Development Program at GE is a selective fast track leadership program. It involves rotational training to provide trainees with an understanding of the roles and interconnections between various departments in the organisation. It is also designed to test trainees through three challenging cross-functional projects.

- **Operations:** Achieved an 82% reduction in erroneous loan declines.
- **Collections:** Designed a software algorithm to achieve a 10% increase in the telephone connect rate on a database of 9 million phone numbers of defaulting customers.
- **Sales:** Led a telemarketing sales team. Achieved the highest productivity and credit card approval rate in the Mumbai region.

Experience With Creative Communication

I am very passionate about exploring the world of visual representation, especially the role of graphics in education and persuasion. A portfolio of my graphic work is available on request. My work includes:

- **Cartooning:** 'Hear and Now' strip published in the Life Positive magazine (India).
- **Live Graphic Recording:** Made wall sized visual charts at corporate events such as strategic planning workshops, training programs, World Cafes, creative brainstorming sessions and off-sites.
- **Mind Mapping:** Created whole-brained visual tools that summarize learning and serve as action reminders.

Professional Development : Training Programs Attended

Firestarters Innovation Workshop by Erehwon Consulting; **Aspire: Sales Training** by GE Sales Force Effectiveness Team; **Inspiring Facilitator: First Level Facilitation Skills** by Pragati Leadership Institute

Other Achievements

Played field hockey at the national level in India for 10 years and captained the Maharashtra state team twice.

References

Available on request.