



Sudhanshu Bhatt

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EXECUTIVE PROFILE

- Well-qualified and highly motivated business professional with over five years of experience in services management, HR, business education and pharmaceuticals.
- Strong leadership qualities based on understanding and working with individuals of varied background and nationalities.
- Efficient management trainer driven to inspire students to achieve personal and academic excellence by employing 'creative pedagogics'.
- Enthusiastic self-starter with proven ability to research, analyze and present data meaningfully, displayed in previous jobs and numerous university research assignments.
- Effective communicator with excellent organizational skills and ability to handle with ebullience, multiple projects in fast paced environments.
- Avid promoter of multi-media teaching tools and application of latest technology in education.

SKILL HIGHLIGHTS

- Innovative & disruptive teaching methods
- A high standard of computer literacy (Microsoft Office/ Point of Sales- Micros & Shawman / PMS- Fidelio, Opera, CLS and Centralised Reservation Systems/ Intranet- Lotus Notes).
- Enterprise 2.0, social media & mobile advertising
- Strong interpersonal, organizational and negotiation skills
- Six Sigma-Green Belt 2008-2009 (Product Quality Assurance at Starwood International).
- Consumer Analytics and Data Mining
- Customer Relationship Management
- Basic French

PERSONALITY TRAITS

- Probity & candor
- Self-directed
- Creativity & artistic nature
- Avid listener
- Enthusiastic team player
- Confident and energetic with ability to learn
- Flexible and adaptive

WORK EXPERIENCE

Serve Pharmaceuticals (Dehradun, India)

Apr 2012 — Current

Regional Product Manager (Uttarakhand Region)

- Developed and implemented plans for the strategic development of Institutional business for Uttarakhand region (India).
- Acculturation of the Medical Representatives and the field staff.
- Streamlined strategic planning and subsidiary budget processes, enabling the Management

Committee to make educated decisions on infrastructure, marketing and expenses.

- Portfolio optimisation and divestiture of non-core products post –launch.
 - Analysed and maintained C&S (call / sales) record, expense report, Patient & Practitioner data on a weekly basis.
 - Liaising with R&D and regulatory departments as well as commercial affiliates.
- (Non-divulgence of key facts and statistics as per company's integrity norms)*

Breizhnic Training & Consulting (Bretagne, France)

Dec 2010 — Feb 2012

Adjunct Trainer (Under Internship)

- Organized specialized courses & events pertaining to Management, Culture and Leadership for both school graduates and working executives.
- Challenged and motivated students through both didactic and disruptive pedagogy.
- Initiated thought-provoking classroom discussions to help students develop their critical thinking abilities.
- Kept abreast of developments in the field by reading current literature and organization specific knowledge.
- Emphasized the importance of academic honesty with students and instructed them on proper citation of research sources.

Akums Drugs & Pharmaceuticals Ltd. (Haridwar, India)

Jan 2009 — Dec 2009

HR Executive

- Helped Training & Development staff with all aspects of training coordination.
- Guided the startup and management of all HR operations, systems and programs for a new location within the company.
- Identified staff vacancies and recruited, interviewed and selected applicants.
- Conducted new employee orientation (Acculturation) to foster positive attitude toward organizational objectives.
- Designed the employee performance evaluation program.
- Facilitated monthly meetings to develop strategies that would positively influence workplace relationships.
- Implemented an innovative employee incentive program, which resulted in an 11% increase in staff productivity.
- Worked with senior-level management to create fair and consistent HR policies and procedures.
- Conducted 16 employee exit interviews during my tenure.

Starwood International (India)

Mar 2007 — Dec 2009

Management Trainee (Manager Food & Beverage)

- Pre-opening team member for ITC Royal Gardenia – Bangalore (India), Asia's first LEED Platinum certified hotel. Served as brand manager for the two bars viz. The Highland Nectar and the Lotus Pavilion.
- Six-Sigma (Lean) green belt 2008-2009.
- Developed and integrated market plans to efficiently position the company brand within targeted markets.
- Served as public relations representative for the two Bars.
- Developed growth plans by identifying key clients, key targets and priority service lines.
- Maintained up-to-date knowledge of industry (target accounts & competitive landscape) by identifying strategic partnerships in order to gain a competitive advantage.

- Delivered performance updates, weekly business reviews and planning meetings.
- Developed more efficient filing systems and customer/ inventory/ service database protocols.
- Generated brand & business development awareness by implementing in-depth S&M training programs.

Starwood Hotel Sheraton Rajputana, Jaipur India

April 2003 — June 2014

Guest Service Agent

- Greeting and registering the guest as per the standard operating procedures of the Starwood International.
- Management of loyalty programme SPG (Starwood Preferred Guest) along with the FOM (Front Office Manager).
- Settling the guest's account upon check-out.
- Guest complaint resolution and service recovery.
- Handling Concierge desk and acting as hotel operator.
- Assisting FOM in maintaining "Guest History".
- Working closely with all the major hotel departments in offering exemplary services during guest stay.

EDUCATION

Master of Business Administration

2010 — 2012

ESC Rennes School of Business, Rennes, France

MBA Seminar on Chinese Culture, Economy and Entrepreneurship

20 Jun, 2011 — 24 Jun, 2011

Tongji University School of Economics and Management, Shanghai, China

MCOM in International Business Management

2009 — 2011

IGNOU, Delhi, India

BSc in Hospitality & Hotel Administration

2004 — 2007

Institute of Hotel Management, Bangalore, India

ACHIEVEMENTS

- An all-expense covered trip to Medica (world's largest medical trade fair) held at Messe Düsseldorf, Germany offered by the Promotal Midmark Group, France - 2011
- Scholarship for studying EMBA granted partly by the employer (Serve Pharmaceuticals) and the school (ESC-Rennes School of Business) - 2010
- First in Chef Competition & Hospitality Quiz at IHM-Bangalore, Alfresco 2006
- Head of Placement committee (student body) at IHM-Bangalore - 2006-07
- Outstanding student award by NGO Bharat Vikas Parishad - 2003
- National Level English Elocution competition – First Position 2003
- Actively participated in trekking programme organised by the NGO AVADH (Activists of voluntary action for Development of Humanity) in the Garhwal Himalayas of Uttarakhand to generate awareness for environmental sustainability - 2002

SOCIAL MEMBERSHIP

As a founder member of spiritual and educational NGO - **Vishwa Jan Jagriti Mission** (vide letter 21, 1860: S.No. 41/2007-2008; Govt. of Uttarakhand- India), launched the initiative of

"Poor Man's MBA". Under this initiative the youth from deprived sections (of highly fragmented Indian society) are trained and developed in order to achieve a sustainable and healthy living for their family.

INTERESTS

Drawing & painting, gardening, experimental cookery and travelling.

REFERENCES

Ms Vasundara Dharmaraaj

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IHM-Bangalore, India

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Familiar with my education and character

Dr. Jean-Michel Viola

Associate Professor & Director for Corporate & Community Services

ESC Rennes School of Business, France

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Familiar with my leadership and people management skills

Dr Rod McColl

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Familiar with my analytical and research ability

Mr. Olivier Bicanic

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Familiar with my training capability