

# Biography

## Gunjan Jha

Delhi  
Resource Network



### Overview

Spanning over a period of 16 years in IT/ITES industry, Gunjan has worked first as a Manager and then as a Consultant/Trainer for various national and multinational companies across India. Not to miss the short yet significant stint in the Hospitality industry wherein he picked up some key management lessons early on that stood by him as he progressed in the organizations worked with later. Consulting & Training methodologies adopted by Gunjan during his projects have helped many a client in various operational aspects ranging from Revenue Increase to Cost Reduction & controlling Attrition while enhancing the overall Customer Experience.

### Experience

It all began with his previous employment(s) with ICICI and Genpact that lasted for an eventful 6 years and found him with a heightened appetite to venture into the Learning arena. From thereon, Gunjan moved ahead to join a Management Consulting firm based out of the haven of start-ups, that is, Bangalore. In his role as a consultant, he successfully established proven operations management practices, thereby ensuring stability and predictability in operational outcomes. The past 10 years in Consulting/Training has witnessed Gunjan running numerous workshops for different hierarchy levels, covering more than 12500 delegates, in more than 47 companies. It takes more than just building statistics to establish the kind of credibility that Gunjan has gathered in some of the top IT & ITES companies that identify him as a sorted professional, comprehensive Consultant and an effective Trainer.

### Education and Certifications

- Bachelor of Hotel Management
- Expertise in DiSC assessment for behavioural profiling.
- Certified trainer for FTF ( Habit # 3 of Stephen Covey's book 7 Habits of Highly Effective People) for Accenture.

#### Clients

- Exxon Mobil
- KPMG
- InterGlobe Technologies
- Telus
- GE
- Sungard AS
- Accenture
- HSBC
- Deutsche Bank

#### Industry Experience

- IT & ITES
- HR
- Oil & Gas
- Construction
- FMCG
- Hospitality
- Retail
- BFS
- Telecom

#### Languages

- English
- Hindi