



## Kartikay K Vaid

An exuberant, dynamic, result-oriented business leader with 13+ years of rich and widespread experience in HR Services Industry, Recruitments, Facility Management, Hospitality, Real Estate and BPO spanning across Industries and partnering/ servicing established MNC's and Indian corporates and Start-ups.

### Professional Synopsis

- Experienced in enhancing market penetration, generating new business volumes & organisations growth.
- Over 13+ years of Operations/ HR/ Sales & Business development experience in large service companies.
- Extensive experience in HR Leadership, proven ability to achieve targets & manage complex manpower projects.
- Developed & nurtured new accounts, unified corporate efforts to achieve business development goals.
- Plan Human resource requirements in conjunction with stakeholders and departmental managers.
- Managing complete Profit & Loss, revenue & collections.
- Financial & operational standpoint, ensuring recovery, revenue growth, EBITA & gross margins growth.
- Develop & implement IR & ER policies, procedures and negotiate collective agreements.
- Managing strategic processes like employee retention, R&R, employee connects, policy framework and adherence, change management, learning & upskilling initiatives.
- Planning & enacting improvements to align culture and processes with the organizational strategy, vision & mission.
- Oversee job classification and rating of occupants as per requirement.



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## PROFILE

An accomplished and result oriented leader with the ability to manage, coach and support large teams and taskforce in a disciplined & organised environment as well as mentoring & motivating team towards optimising performance levels.

An effective communicator with good presentation skills, great ability in liaising and networking with people across hierarchical levels for smooth task execution.

A go-getter who loves to take on challenges.

Consistent achiever through strategic planning, enthusiasm and an inner drive to excel coupled with knowledge and expertise.

Team player with exceptional interpersonal skills and an inherent art of motivating and inspiring people.

## PROFESSIONAL EXPERIENCE

### **HEPL (CAVINKARE P LTD)**

#### **Sr. Enterprise Lead (March 2023 - Present)**

Spearheading Business expansion. Orchestrating Sales and Operations strategies, establishing efficient processes, and fostering a culture of customer excellence.

### **PLANET PCI INFOTECH LTD.**

#### **Deputy General Manager (July 2022- March 2023)**

Part of Planet PCI's strategic expansion of Gen. HR, Staffing and IT Staffing Business in Pan India region. Planet PCI's strategic lead for BD, delivery & operations.

### **GREEN WORLD SERVICES**

#### **Head Staffing (October 2013- November 2021)**

Managed Sales & Operations, new client acquisition and service delivery. Successfully led end-to-end Manpower operations with clients based out of Mumbai, Delhi, Himachal Pradesh, Punjab, Chandigarh and Mohali. Garnered a large Market share by outperforming competition.

### **TEAMLEASE SERVICES**

#### **Sr. Manager Sales (February 2013- September 2013)**

Experience of managing sales and staffing operations. Led a team of sales and service delivery professionals. Identifying potential clients, relationship building.

### **GLOBAL INNVOSOURCE**

#### **Business Development Manager (October 2010- February 2012)**

Managed B2B sales to corporates, business development. Led a team of 7 professionals. New Business generation.

### **UNIVERSAL CONSULTING GROUP**

#### **Manager (August 2007- September 2010)**

Effectively managed sales operations, speciality recruitments and temp staffing functions. Successfully added profitable clients in perm staffing and temp staffing businesses.

### **EXL SERVICE**

#### **Associate (October 2005- March 2007)**

Managed B2C inbound calls. Lead generation for Insurance products. Coordination with back-office teams for effective client support.

## AREA OF EXPERTISE

### Business Development

- Identifying **new startups, prospects, corporates** having regional/ nation-wide/ international presence.
- Developing **business proposals, RFIs/ RFPs in corporate sectors, quotations and tenders in the government sector.**
- Managing teams, leading, mentoring and supporting team members with **sales, recruitment and operational targets.**
- Developing **new strategies for client acquisition, competition analysis/ mapping.**
- Setting and developing **sales strategy**, analyzing market situations, **strong prospect customer follow-ups**, decision-making.
- Managing **sales and operations with a consistent and undivided focus** resulting in **providing effective human resource services** to customers and **developing excellent customer relations.**
- Responsible for driving the growth of the professional staffing, facilities management and recruitment **business operations across industries and geographies.**

### Relationship Management

- Managed clients in various sectors like Retail/ Telecom/ Wine and Spirits/ Hospitality/ FMCD/ Aviation/ Automobiles/ Healthcare etc. across **Delhi NCR/ Mumbai/ Chandigarh region and Pan-India.**
- Excelled in **helping large and emerging companies** manage their non-core activities by leveraging HR service offerings which provides significant operational efficiencies to clients.
- Exposure in handling clients- **the world's No.1 and No.2 Wine and spirits makers**, the world's biggest beverages company, **leading telecom companies**, one of the foremost Asset management companies.
- Exposure in recruiting at junior, mid- senior and senior levels for the best Indian and International Hotel chains, BFSI companies, Retail companies, FMCD/ FMCG companies across geographies.
- Exposure in **managing people supply chain for the large and emerging real estate companies, garment exporters, law firms, retail stores.**
- Experience of **handling facilities for hospitals, automobile dealerships, corporate offices, commercial and residential sites.**
- Experience in quotations, presentations, contract negotiations and management, compliance adherence, team performance/ evaluations, **invoice maintenance and submissions, payment follow-ups.**

## PROFESSIONAL EXPERIENCE-

### HEPL (Cavinkare Pvt Ltd), Gurgaon (March 2023 – Present) – Senior Enterprise Lead

Leading the HR services function for the second largest business unit for Cavinkare with an associate headcount of over 6000 employees. Developing and maintaining cordial relationships with Senior HR & Business leadership.

- Ensuring seamless delivery of HR services through the proxy HR journey focusing on strengthening customer experience along the entire lifecycle aligning to customer and organizations objectives.
- Ensuring effective handling of customer & employee grievances, conflict management to optimize best outcome for customer, employee and the organization.
- Partnering with internal COE, Business leadership and TA team for better and positive outcomes. Leading a cultural assimilation between multiple internal departments for customer satisfaction, leading to business progression, thereby impacting positive employee retention.
- Showcased excellence in HR services business by adding 13 new clientele: achieving sustained Topline and bottom-line.
- Achieved the successful onboarding of two major e-commerce giants, a prominent beverages company, a leader in the QSR (Quick Service Restaurant) sector, three leading OEMs (Original

Equipment Manufacturers), a distinguished British car company, a top-tier credit rating agency, and secured contracts with five NBFCs (Non-Banking Financial Companies) as valued clients.

**Planet PCI Ltd, Gurgaon (July 2022 – March 2023) – Deputy General Manager**

Oversaw sales management, the acquisition of new clients, and the delivery of services. Spearheaded the acquisition of new clients and effectively managed comprehensive manpower business operations for clients located in Mumbai, Delhi, Bangalore, Pune, Rudrapur, and Mohali. Accomplished the addition of more than 2000 associates through sourcing and seamless transitions. Strengthened established relationships and facilitated the successful transition of associates from existing businesses.

- Responsible for business acquisition, operational processes and P&L.
- Formulating sales & operations strategies, forecasting and preparing budgets in line with the company's objective plan.
- Strategizing policies & procedures in operations to achieve greater customer success.

Accounts added- India's leading retail giant, Asia's No.2 Noodles manufacturer, Leading Beverage maker, Leading Ecommerce supply chain company, Leading warehousing company, Leading truck and bus manufacturer, Top 10 player in courier services, IT Infrastructure player.

**Green World Services, Chandigarh (October 2013 – November 2021) – Head Staffing**

Managed Sales & Operations, new client acquisition and service delivery. Successfully led end-to-end Manpower business operations with clients based out of Mumbai, Delhi, Himachal Pradesh, Punjab, Chandigarh and Mohali. Successfully provided employment to over 7000 people. Successfully recruited differently abled people in various functions across locations.

- Responsible for business acquisition, operational processes and P&L.
- Formulating sales & operations strategies, forecasting and preparing budgets in line with the strategic plan.
- Strategizing policies & procedures in operations to achieve greater customer delight.
- Liaising with government statutory bodies and other local corporations.
- Accounts added- India's leading NBFC, World's No.1 & No.2 Wine n Spirits Companies, Leading companies in the FMCG space, Leading Hotel Chains, India's leading IT Company, Real Estate companies and Hospitals.

**Teamlease Services, Delhi (March 2012 to August 2013) – Sr. Sales Manager**

- Spearheading the North and West India market, ensuring the Gross Profits & Return on Sales.
- Ensuring the compliance and handling of all client escalations.
- Driving team targets by managing the pipeline upon and add to the revenue growth.
- Meeting the annual & quarterly revenue targets for the team as well as individual target.
- Coordinating service delivery team members with proper guidelines, full support for smooth roll out of the services.
- Acquired and managed national level accounts.

### **Ikya Human Capital, Chandigarh-Delhi (April 2011 to January 2012) – Manager, Business Development**

Responsible for identifying potential clients, building relations and generating business.

- Identified business opportunities through prospect hunting, researching and analyzing options.
- Involvement in managing entire sales cycle- leads generation, pitch, customer acquisition.
- Instrumental in adding National level Accounts and various other prospects.

### **Global InnovSource, Gurgaon (October 2010 to March 2011) – Manager, Business Development**

Managed B2B sales to corporates along with business development.

- New account generation with Planning, Forecasting, Implementation and Execution.
- Meeting the Annual & quarterly revenue targets for the team as well as individual target.
- Client relationship management and involved in team building.
- Added accounts- Retail Pharmacy, Leading UPS/Inverter Brand, Erstwhile Telecom giant.

### **Universal Consulting Group, Noida (August 2007 to September 2010) – Unit Manager**

Effectively managed sales operations, specialty recruitment and temp staffing functions. Successfully added profitable clients in perm staffing and temp staffing businesses.

- Contribute to the unit's profitability through efficient management of a team of recruitment consultants, HR operation consultants and sales professionals.
- Managing the full-cycle recruitment process and client relationship by ensuring full compliance with respect to CLRA and prescribed labor laws.
- Tracking and measuring individual and team productivity and quality results for staffing forecasts.
- Added and serviced accounts- Uppal Group, Radisson, Starwood, BMR Advisors, Protiviti consulting, Rivoli group, Shangri-la hotels, Kempinski Hotels, Almonds Securities, Angel broking.

### **EXL Service, Noida (June 2005 to March 2007) - Associate- Customer services**

- Managing calls, providing solutions and generating leads for the UK-based customers.
- Over-Achieving monthly sales targets through inbound calls.
- Actively engaged in team building activities.

## EDUCATION AND TRAINING-

Education	Institution	Year
B. Com	University of Delhi	2005
AISSCE (Std. XII)	DAV Public School, Dayanand Vihar	2001
AISSE (Std. X)	Delhi Public School, Mathura Road	1999

Completed PG Certificate in Human Resource Management from XLRI in the year 2015.

Completed 'A' level Diploma from DOEACC Society in the year 2004.

### Workshops & Seminars-

- UK General Insurance.
- Handling Irate Customers.
- Team Building and Emotional Intelligence.
- Customer Experience and its role in Sales.
- Exhibited at various business events.
- Represented my Organization at the AIMA Corporate Quiz, Mint HR Summit.

### Awards Received-

- Awards for consistently exceeding performance criterion and attendance.
- Awarded for mentoring and assisting new team members.

## PERSONAL STATEMENT:

Over the course of my career, I have developed expertise in business development, customer relationship management, partnership collaboration and cross functional engagement in different parts of our country.

With my experience covering various Industry sectors, I have interacted with hundreds of corporate and multinational companies to influence desired business outcomes with a high brand recall and provided strategic impetus to the business.

The above has enabled me to evolve into a highly motivated, problem solving professional with a heightened ability to adapt and influence people from different backgrounds.