

# GAURANG AGARWAL



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## EXPERIENCE

### Assistant Manager

#### Bharti Airtel Limited

06/2023– Present | Gurgaon

- Idealized sales leads for **10+** odd millions for the next financial year by analysing and documenting the current business landscape including structures, models & end-users, for all allocated accounts.
- Increased account level interaction by **100%** to revitalize **8** dead accounts in span of **4** months by constantly innovating and bringing market best practices in the system
- Managed issues and dependencies to close deals of **2.5 Millions against target of 3 Million** for the assigned quarter.
- **Attended CXO level business calls** to drive & generate new sales leads through effective capability presentations.

### HR Business Partner

#### LTI

08/2018– 06/2021 | Navi Mumbai

- Supervised and mentored a team of HR specialists, providing guidance, coaching, and support to ensure their professional development.
- Delegated tasks and responsibilities to team members, monitor their progress, and ensure timely completion of HR transactions.
- Released business dashboards and maintained the business transaction repository.
- Overseen the execution of HR processes and transactions, including Employee Life cycle processes and employee data management.
- Continuously monitored and improved HR processes to enhance efficiency and accuracy.
- Ensured compliance with company policies, legal requirements and industry best practices.
- Served as a point of contact for HR-related inquiries from stakeholders, providing timely and accurate information and resolutions.
- Handled the operations queries from team members.
- Maintained and analysed HR data and metrics to identify trends and areas for improvement.
- Reported out business analytics to internal leaders on periodical basis.
- Developed and delivered training programs for HR Manged Services staff to enhance their skills and knowledge.
- Had been single point of contact for business clients for all operations related matters for the assigned businesses/work streams.
- Worked with HRIS (Human Resources Information Systems) to manage and optimise HR-related systems and tools / vendor portals as applicable.
- Collaborated with IT to address technical issues and implement system enhancements.
- Ensured business compliance while completing the tasks meeting deadlines.

## SUMMARY

Collaborative leader with dedication to partnering with co-workers to promote engaged, empowering work culture. Documented strengths in building and maintaining relationships with diverse range of stakeholders in dynamic, fast-paced settings. Also, a well-qualified HR leader skilled in managing employees, associates and day-to-day department operations with decisive and organized approach. **Proven experience in HR Domain and shared services, with 3 years of relevant experience.**

## EDUCATION

### MBA – IT Business Management

#### Symbiosis Centre For Information Technology

07/2021– 03/2023 | Pune

### B.TECH – Information Technology

#### SRM Institute of Science & Technology

07/2014– 03/2018 | Chennai

## ACHIEVEMENTS

### **Founded Drishtikon - Management Club @ SCIT**

Collaborated with Global Leaders to help our student understand corporate lifestyle and ways to tackle the problem arriving in the same, through various events.

### **Drafted White Paper on "Attrition Control & Employee Skill Development using Internal Resource Utilization through effective utilization of Peer-to-Peer Learning & Development Technique in IT Industry**

Crafted models and frameworks to increase employee engagement through learning & development structure.

## ADDITIONAL EXPERIENCE

### Project Lead

#### Airtel

07/2023– 09/2023 | Gurgaon

- Crafted Cloud Business Expansion Model by utilizing market trend & competitor analysis strategies to create an **impact of 538% increase in cloud business revenue and 8% increase in EBITDA** for the same.
- Idealized & designed solution for Billing As a Service Model to be incorporated in the new expansion framework.

### Project Manager Intern

#### Promena

04/2022– 07/2022 | Bengaluru

- Drafted Project Plans, Charter & Budget Tracer for 4 projects under the purview.
- Lead a team of 10 resources - 5 developers, 3 testers & 2 designers.
- Analysed Both Technical & Functional Requirements and created user stories for development team to build on by creating wireframes using Balsmiq tool.

## SKILLS

- Team Leadership
- HR Operations Management
- Customer Service
- Data and Reporting
- Training and Development
- Technology and Systems
- Compliance and Risk Management
- Project Management
- HRIS
- Team Handling
- Employee Engagement

## STRENGTHS

- Excellent Communication and Interpersonal Skills
- Proficiency in HR-related software applications
- Ability to handle confidential information with discretion
- Strong problem-solving and decision-making abilities
- Analytical mindset with the ability to interpret HR Metrics
- Knowledge of Best Practices
- Detail-oriented and organized.
- Strong Leadership and team management skills

## LANGUAGES

- ENGLISH | Proficient
- HINDI | Native
- French | Beginner

## CERTIFICATION

- Certified HR Business Partner V-SKILLS, January 2022**
- Diploma in Power BI  
ASEAN Education Online - AOE

## AWARDS

- Best Student – Extra Curriculars Award, SCIT, Pune, March 2023**
- Award For Contributing as Treasurer for Directorate of Student Affairs, SRMIST, Chennai, April 2018**