

Profile of a learning Management Expert

Arvind K Murwaha is a hands-on human resource development specialist with more than twenty four years of experience. During these years he has charted an interesting career across an array of business assignments in sales and marketing and then as an OD and training professional leading human resource development initiatives for large organizations across diverse industries. Trained at an International Training Center in Cape Town, South Africa in 1996, Arvind has since then been coaching and developing leaders across business sectors.



Rich Multi-faceted Experience

- ☐ Established & managed National Level OD and training assignments for large organizations – Caltex (ChevronTexaco); IBM Daksh; Reliance Communications.
- ☐ Extensive experience in working with competency maps and competency based assessments.
- ☐ More than a decade of experience in leadership development and behavioral training programs.
- ☐ Global and Pan-Indian perspective having worked with clients in US, Europe and teams across Asia.
- ☐ Hands on business experience in setting up sales network and brand management.
- ☐ International Accreditation for administering MBTI. Has extensively applied behavior understanding and modification techniques for management development and leadership effectiveness.

**“Capable people do the job,
inspired people excel !”**

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Body of Work Done by Arvind K Murwaha

- **Set up & managed National Level OD and training assignments for large organizations--**
 - **Set up OD function** at Reliance BPO (14000 employees). Initiatives included competency mapping and selection processes for mid management levels. Apart from OD I managed training function consisting of a team of 80 trainers.
 - Executed a Six Sigma projects (including a black belt project) resulting in reduction of training costs by 30 % (at Reliance BPO).
 - At IBM-Daksh **established the mid-management & leadership development initiatives** across business verticals. Designed and created interventions focused at developing leaders from within to take care of future needs of the fast growing organization.
 - At Caltex (ChevronTexaco) **managed training and development for Pan India** sales network.
 - In the assignment at Reliance Communications, **established management development initiatives and created a leadership competency framework** in line with the organization's future needs. I have **designed interventions to build a leadership pipeline** and have worked towards establishing **assessment centers** & putting in place succession planning processes.
 - As **head of the L&D at corporate level** for Reliance Communications, engaged in leadership development & managing the training for more than 40000 employees & agency staff through a team of trainers spread across geographies.
- **Extensive experience in working with competency maps and competency based assessments. Trained as an assessor** (by SHL) at IBM-Daksh, for conducting assessment centers at mid-management levels. Created detailed competency models for critical roles at Reliance BPO and set up competency based performance management & selection process. **Created leadership competency framework for Reliance Communication and designed assessment center for leadership levels.**
- **More than a decade of experience in leadership development and behavioral training programs ---** Have an internationally valid MBTI Accreditation & have personally conducted profiling (DiSC / MBTI) and counseling for more than 2000 people for personal and professional development. Have mentored CXO levels in various industries. Have designed and run interventions in the areas of **Supervisory Development, Management Development & Leadership Programs.**
- **Global and Pan-Indian perspective ---** Trained as a trainer by Caltex Corporation, through a special program at Cape Town South Africa. While at Caltex (Chevron) worked within the Asia Pacific region as well as across the Indian Geography. The assignment at Daksh gave a good exposure to US and UK work cultures.
- **Entrepreneurial Experience**
 - Established the sales network for Caltex (ChevronTexaco) in two northern states (UP and Haryana)
 - Then set up training function for Caltex corp. in India in 1997-98.
 - **Established the leadership training for IBM-Daksh e-Services in 2003.**
 - **Set up the Organization Development function for Reliance BPO in 2004 and Established leadership development model for Reliance BPO.**
 - During the assignment as VP – L&D at corporate level for Reliance Communication created **leadership competency framework and designed leadership development initiatives including assessment centers.**
 - Established management development programs for Reliance Communication across all business verticals and geographies pan-India.
 - Established CRESCO Consulting– a premier OD and Training consulting service (Oct 2011)

Professional Qualifications - Executive General Management Program from IIM Bangalore (Top Rank, 2006)
- International Accreditation for administrating MBTI (for personality TYPE profiling)
- Trained as Trainer & Coach at Caltex Training Centre, Cape Town, South Africa (1996)
- Bachelor of Engineering from Punjab University, Chandigarh (1987)

