

Rajnish Virmani – A Brief Profile

- Engineer / MBA with honours from Delhi University followed by about 30 Years of experience in multinationals like TCS, American Express, Aviva, Reliance and Colt
- Handled roles across General Management, Operations, Technologies as a CEO, COO and CIO. Further involved in leading sending centres and receiving centres in BPO / ITO / KPO environment
- Multi-Cultural exposure.... Have led European, American and British teams of over 1000 overseas staff... Have also handled multi-location teams as large as 14,000 staff in India
- Handled board level relationships and worked with Media and Unions as well. Media Trained. Speaker at Industry forums.
- Active and Keen sportsman; represented college in 9 university level sports disciplines
- Consistently been a top 5-10% performer from school to employment career having always enjoyed a high-integrity / lily-white image in 360 degree feedback .



Value Additions – Focus Areas

- Leadership Development programs geared to all levels of management – Covering areas like Coaching & Feedback, Employee Development, Performance Management, People Skills, Change Management, Influencing Skills, etc
- Conduct Company Reorganization, Talent Assessment, Sales Effectiveness and Succession Planning exercise for senior management
- Strategic Consultancy / Review existing operational processes and suggest and/or implement significant process improvements
- Review Offshoring migration opportunities / Capitalize on India story
- Executive 1-on-1 Coaching and Mentoring leaders at all levels – entry level, middle management and senior Leaders - over a 6-9 month period ensuring perceivable improvement in Leadership skills
- Team Integration programs for the Senior Management Team
- Setting up an “Ombudsman Office” as a responsible, fair and credible 3rd party - getting face-to-face staff feedback on operational and leadership issues and channelizing themes to Senior Management

Unique Selling Propositions

- Have handled Senior CXO level responsibilities – so used to having neck on the line for delivery and Return-On-Investment
- No Nonsense Approach to Business – Giving Practical tips to Leaders in running business; Not theoretical models...
- Have been voted Role Model Leader on many occasions (American, British and Indian multinationals) – Can share best people practices from personal experience
- Direct Experience of turning around performance issues of Organizations, Departments and Employees
- Multi-Cultural exposure – understand the challenges of leading American, European, British, Asian and Indian teams first hand

Some reference points along the way...

"I met Rajnish during his time as CEO of Aviva Group Services, I was his Chairman. Rajnish is an outstanding leader. He is truly authentic in his approach to leadership. He understands the numbers well too. I would be delighted to work with Rajnish in the future; he is both visionary & pragmatic".

John Ainley, Aviva – Group HR Head Global (based in UK)

"I was reporting to Rajnish, when he ran a combined European and Indian Network Operations team. He is a very experienced, high profile manager with great international experience. Rajnish always makes you think out of the box and encourages new ideas. **Markus Benkurt, Colt**

Technologies – Senior Manager Telecom Operations, Germany

"Rajnish was a pleasure to work with. It was clear that he has superior strategic ability combined with a passion to understand the customers and market place. A professional and a gentleman, he is a very inspirational person to work with." **Chris Redmond, Colt Technologies – Director Operations UK**

"I worked in various roles with Rajnish at American Express ranging from Training, Sales and Operations. A very charismatic leader, Rajnish is strategic with the perfect balance between people and performance. Anyone who works with Rajnish can learn so much from him. He is a great coach and knows how to get the best out of his team" **Shikha Chowdhary, American Express - Senior Manager, Customer Experience**

"Rajnish is a hands-on leader and leads by example. He is like the captain of a team game playing with the team and never gives up till the goal is attained. His best quality is his ability to connect with the work force. Years later, some of his best practices are still in use in my company. I never fail to give his example when talking about leadership styles. " **Rishiraj Hebbar, Reliance – Director Operations**

Some Brands we have worked with



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